

# Developing Your Business English Vocabulary

*Exercises for Business English Students*

● M. Basri Wello  
● Ahmad Thalib



Badan Penerbit UNM



71

M. Basri Wello  
Ahmad Thalib

**DEVELOPING  
YOUR BUSINESS ENGLISH VOCABULARY**  
Exercises for Business English Students



Badan Penerbit UNM



**DEVELOPING YOUR BUSINESS ENGLISH VOCABULARY**  
Exercises for Business English Students

Hak Cipta © 2007 M. Basri Wello & Ahmad Thalib  
Hak Cipta dilindungi undang-undang

Cetakan Pertama, 2007

Diterbitkan oleh: Badan Penerbit Universitas Negeri Makassar,  
Gedung BP 101 Kampus UNM Gunungsari Baru  
Jl. A. P. Petta Rani Makassar 90222  
Telepon/Fax. (0411) 886 265

**Dilarang memperbanyak buku ini dalam bentuk apa pun  
tanpa izin tertulis dari penerbit**

Perpustakaan Nasional RI: Data Katalog Dalam Terbitan (KDT)

Wello, M. B. & Thalib, A.

**DEVELOPING YOUR BUSINESS ENGLISH VOCABULARY:**  
Exercises for Business English Students/  
M. Basri Wello & Ahmad Talib-cet.1

Makassar: Badan Penerbit Universitas Negeri Makassar  
Makassar, 2007

103 hlm; 21 cm  
Bibliografi: hlm 101

**ISBN 978-979-26-4882-9**



## **PUBLISHER'S NOTE**

It is main task of UNM Publisher to publish text books in various fields of disciplines with are written by the faculty members of State University of Makassar (UNM) Makassar.

The book "Developing Your Business English Vocabulary" written by Prof. Dr. M. Basri Wello, MA. And Drs. Ahmad Thalib, M. Pd. teaching staffs of FBS UNM is belived to be useful for the students particularly those who are interested in studying business english.

The publisher expects this book would win the interest and motivation of the other teaching staff of the UNM to write books that must be of much use for the students in enhancing the quality of their learning activities output.

May God almighty bless us, Amin.

Makassar, Agustus 2007

The Publisher



## PREFACE

The mission of State University of Makassar (UNM) Makassar is to develop Science, Technology, and Arts. Beside, it also has the responsibility to provide qualified and professional teaching staff in various disciplines.

Many things that should be done to arrive at the mission. One of them is the provision of text books written by the teaching staff themselves. Therefore, I really appreciate and warmly welcome the book entitled "Developing Your Business English Vocabulary" written by Prof. Dr. M. Basri Wello, MA., and Drs. Ahmad Thalib, M. Pd, teaching staffs at the English Department of FBS UNM Makassar.

I am with no doubt that the book will be useful for many individuals, especially students who want to pay closer attention to Business English.

Makassar, Mei 2007

Rektor,

**Prof. Dr. H. M. Idris Arief, M.S.**



## INTRODUCTION

Learning vocabulary is a very important part of learning a business English. Since business terms are rather unique, their meanings are not easy to guess. Therefore, in order to help students to develop their business English vocabulary, they need special materials which are particularly designed to facilitate them challenging exercises to meet their needs.

This book is designed for those who want to develop their Business English vocabulary through various exercises. Since Business English students are generally not beginners, this book is designed for low intermediate or advanced Business English Students and this book can be used by students for self-study at home, or by English teachers as supplementary teaching materials or for a classroom teaching handbook.

Since the scope of business vocabulary is so large, this book includes mostly general business terms only and provides word lists for particulars fields of business activities such as banking, advertisement, insurance, laws, export & import, etc.

The emphasis of the book is intended to help students to master the business terms and jargons, therefore, the exercises provided are designed in such away that learners would be immediately familiar with the most frequently use terms in the world of business. To facilitate the learning activities, a number of different kind of exercises are provided such as word and phrase definitions, associations, antonyms, two-word partnership constructions, sentence completion, multiple choice questions, and others.

We hope that this book will be helpful and beneficial for the Business English students and teachers. We also realizes that the book does not yet satisfy every party who may use it. Accordingly, critics as well as suggestions for improvement and completion are warmly welcome.

MBW / AT



## TABLE OF CONTENTS

Number	Page
1. Unit 1. Choose the Meaning of the underlined words or frasa.....	1
2. Unit 2. Sentence Completion .....	7
3 Unit 3. Word Assosiations .....	11
4. Unit 4. Jobs and Work Places .....	17
5. Unit 5. Basic Busines Terms .....	23
6. Unit 6. Word Formation: Nouns .....	27
7 Unit 7. Opposites .....	35
8. Unit 8. Word Partnerships .....	41
9. Unit 9. Abbreviations .....	47
10. Unit 10. common Nouns and Adjectives in Business .....	49
11. Unit 11. Verbs and Auxiliary Verbs .....	53
12. Unit 12. Basic Financial Terms .....	57
13. Unit 13. Banking Services .....	65
14. Unit 14. Shipping and Forwarding .....	71
15. Unit 15. Hotel and Tourism.....	73
16. Unit 16. Marketing and Sales .....	81
17. Unit 17. Banks and Payments .....	83
18. Unit 18 Employment and Job Hunting .....	85
19. Unit 19. Finance .....	87
20. Unit 20. Phrasal Verbs .....	89
21. Unit 21. Good Advice .....	93
22. Essential Business Words and Phrases .....	95
23. Refences .....	101
24. Appendix .....	105

## Unit 1. Choose the Meaning of the Underlined Words or Phrases

### A. Choose the Indonesian meaning of the underlined words or phrases.

1. Many countries are dependent on international trade.
  - a. tergantung
  - b. bergantung
  - c. bebas
2. Labor costs are lower in other countries.
  - a. biaya umum
  - b. biaya personil
  - c. biaya tenaga kerja
3. The home market has already saturated and we have some competitors.
  - a. ramai
  - b. sepi
  - c. jenuh
4. Our business can only expand by selling our products abroad.
  - a. berkembang
  - b. tumbuh
  - c. meningkat
5. If we maintain our home market, we can't expand anymore.
  - a. mempertahankan
  - b. memperbaiki
  - c. meningkatkan
6. We always rely on imported goods.
  - a. percaya
  - b. tergantung
  - c. memilih
7. Could you settle the payment some time next week?
  - a. menempatkan
  - b. menunda
  - c. menyelesaikan



8. The meeting was called off due to his absence.  
a. ditunda  
b. dibatalkan  
c. dilanjutkan
9. There won't be any shipping problems.  
a. perkapalan  
b. pengemasan  
c. pengiriman
10. The company will compensate all their damages.  
a. mengganti  
b. memperbaiki  
c. mencatat
11. They will install their payment regularly.  
a. membayar  
b. mencicil  
c. melunasi
12. I believe everything is running well.  
a. berlari dengan baik  
b. sukses  
c. berjalan lancar
13. Some countries impose less import duties.  
a. tugas masuk  
b. bea masuk  
c. pajak pembelian
14. They also guarantee a good after sales service.  
a. pelayanan purnajual  
b. pelayanan prajual  
c. pelayanan penjualan
15. If you agree to our terms of payment, we can sign this contract.  
a. syarat-syarat penjualan  
b. syarat-syarat pembayaran  
c. istilah pembayaran
16. Don't forget to tell us when you will collect your orders.  
a. mengumpul  
b. membayar  
c. mengambil

17. Please inform us immediately where the goods will be dispatched to.  
a. dibayar  
b. dijemput  
c. dikirimkan
18. Is this the total amount we have to reimburse?  
a. kembalikan  
b. bayar kembali  
c. diselesaikan
19. This is the most impressive trade fair I have ever visited.  
a. paling mengesankan  
b. paling menguntungkan  
c. paling mewah.
20. He asked me to break down my travel expenses  
a. merinci  
b. menghapus  
c. merusak
21. I am very sorry because we have run out of stocks.  
a. kehabisan saham  
b. kehabisan persediaan  
c. kekurangan saham
22. We hope that our sales will be much more profitable next month.  
a. untung  
b. dapat menguntungkan,  
c. menguntungkan
23. Who will be responsible for the packaging.  
a. kemasan  
b. kiriman  
c. karton
24. They have sent us a wrong proforma invoice.  
a. faktur asli  
b. faktur sementara  
c. kuitansi sementara
25. I want you to type this minutes of meeting.  
a. waktu-waktu rapat  
b. jadwal rapat  
c. notulen rapat.



**B. Write the English for the following Indonesian terms**

1. penjualan	1.
2. pembelian	2.
3. pengiriman/pengantaran	3.
4. keuntungan	4.
5. kerugian	5.
6. potongan harga	6.
7. syarat pembayaran	7.
8. jaminan	8.
9. anggaran	9.
10. keluhan	10.
11. pembelian tunai	11.
12. nota tagihan	12.
13. barang dagangan	13.
14. saham	14.
15. permintaan	15.

### C. Match the words phrases with their meanings

English terms	Indonesian Meaning	Answers
1. competitive price	A. pasar dalam negeri	1.
2. balance of trade	B. pelayanan purnajual	2.
3. working capital	C. biaya gudang	3.
4. domestic market	D. barang-barang rusak	4.
5. sales turnover	E. harga yang bersaing	5.
6. rate of exchange	F. tanggal pengiriman	6.
7. feasibility study	G. cicilan terakhir	7.
8. after sales service	H. kamar dagang	8.
9. damaged goods	I. valuta asing	9.
10. sales discount	J. syarat-syarat pembayaran	10.
11. warehousing cost	K. neraca perdagangan	11.
12. chamber of commerce	L. pelarian dana	12.
13. delivery date	M. barang-barang pengganti	13.
14. port of destination	N. potongan penjualan	14.
15. conditions of payment	O. wesel	15.
16. replacement goods	P. pelabuhan tujuan	16.
17. final installment	Q. mata uang	17.
18. foreign exchange	R. belum terbayar	18.
19. disinvestment	S. studi kelayakan	19.
20. currency	T. penarikan modal	20.
21. confiscation	U. nilai tukar	21.
22. draft	V. pewaris	22.
23. capital flight	W. penyitaan	23.
24. beneficiary	X. omzet penjualan	24.
25. outstanding	Y. modal kerja	25.



## Unit 2. Sentence Completion

Choose the word which best completes the sentence.

1. I am ----- to inform you that your father died a few minutes ago.  
a. sorry                                      b. regret                                      c. apologize
2. I only paid \$3 for this shirt. It was a real -----  
a. sale                                      b. bargain                                      c. cheap
3. I always try to ----- something every month for my holidays.  
a. spend                                      b. save                                      c. spare
4. I don't have a job. I am -----  
a. employed                                      b. employer                                      c. unemployed
5. My work's got worse and worse. Unless I ----- I'll fail my exams.  
a. improve                                      b. get well                                      c. increase
6. If you work for someone, then you are -----  
a. an employer                                      b. an employee                                      c. unemployed
7. I'm afraid there is no ----- of seeing the General Manager today.  
a. chance                                      b. wish                                      c. use
8. He's always telling me what to do. He's so -----  
a. cruel                                      b. bossy                                      c. helpful
9. She wants to get to the top before she is thirty. She's very -----  
a. intelligent                                      b. capable                                      c. ambitious
10. Jones always arrives on time. He is so -----  
a. punctual                                      b. diligent                                      c. careful
11. I was very ----- for all the advice she gave me.  
a. in debt                                      b. pleased                                      c. grateful

12. When you buy something, you are usually given a -----  
a. recipe                      b. receipt                      c. bill
13. Most bank will ----- people money to buy a house.  
a. give                      b. lend                      c. borrow
14. Some people feel very nervous when they have to ----- a speech.  
a. make                      b. do                      c. perform
15. Would you ----- this letter to the Post Office , please?  
a. send                      b. bring                      c. take
16. Judy has a ----- job at a drugstore.  
a. half-time                      b. part-time                      c. spare-time
17. I saw a very good job ----- in the paper this week.  
a. advertised                      b. advertisement                      c. advertising
18. When we were in Singapore we ----- a car for a few days.  
a. leased                      b. rented                      c. hired
19. The doctor gave her a ----- for some medicine.  
a. recipe                      b. prescription                      c. statement
20. The new musical was a great success. The ----- loved it.  
a. audience                      b. spectators                      c. crowd
21. What with inflation and everything, there's just no ----- saving nowadays.  
a. idea to                      b. point in                      c. meaning to
22. You must remember to complete your tax ----- this week.  
a. return                      b. declaration                      c. payment
23. These shoes don't ----- . They're much too big.  
a. match                      b. fit                      c. suit



24. Excuse me, Bob, do you think I could ----- your phone?  
a. borrow                                      b. lend                                      c. use
25. Before every Board meeting, it customary for the ----- of the previous meeting to be read out.  
a. notes                                      b. minutes                                      c. points
26. The TV announcer apologized for the breakdown and said that the normal services would be ----- as soon as possible. ♀  
a. recovered                                      b. returned                                      c. resumed
27. Although someone had seen him take the watch, he still ----- it.  
a. denied                                      b. rejected                                      c. refused
28. It's a ----- of time talking to Susan. She never listens.  
a. loss                                      b. use                                      c. waste
29. Last year our company made a ----- of several million dollars.  
a. profit                                      b. gain                                      c. rise
30. You'll have to use the stairs. The elevator is out of -----  
a. order                                      b. function                                      c. practice
31. We have got a very good ----- in the newspaper this morning. They must have liked the play.  
a. critic                                      b. write-up                                      c. praise
32. Henry was caught parking on a double yellow line and had to pay a \$10 parking -----.  
a. fee                                      b. cost                                      c. fine
33. The position of monarch is not something that is chosen by the people. It is -----  
a. inherit                                      b. hereditary                                      c. descended

34. Don't tell Jerry about decision. You know he can't ----- a secret.

a. hold

b. keep

c. save

35. A/an ----- two thousand people are believed to have died in recent earthquake in Afghanistan.

a. estimated

b. guessed

c. average



### Unit 3. Word Associations

A. *Underline the word on the right which is not associated the word on the LEFT.*

- |                   |  |
|-------------------|--|
| 1. HOTEL          | reservation, room rate, book, broker, confirmation     |
| 2. TELEPHONE      | switch, dial, receiver, call, tone, tune               |
| 3. OFFICE         | screen, typewriter, computer, facsimile, file          |
| 4. PLACES TO LIVE | bungalow, boat, tent, castle, dorm, flats, palace      |
| 5. TOOLS          | screws, spanners, hammers, lawn mower, saw             |
| 6. BATHROOM       | towel, soap, shower, bathtub, mirror, scissors         |
| 7. CONTAINERS     | carton, can, box, bag, crate, gallon, jar, sack        |
| 8. RESTAURANT     | menu, desserts, appetizer, main course, laundry        |
| 9. EMOTIONS       | angry, pleased, surprised, worried, busy, ashamed      |
| 10. AIRPORT       | taxi, check-in, security, gate, baggage claim, customs |
| 11. METAL         | iron, silver, glass, copper, lead, tin, gold           |
| 12. PRISON        | sell, warden, sentence, bars, penalty, court           |
| 13. NEWSPAPER     | column, circulation, chapter, tabloid, article         |
| 14. CAMERA        | tripod, lens, speed, flash, negative, shutter          |
| 15. BANK TELLER   | check, customer, to debit, to transfer, to deliver     |

**B.** Match the jobs in the box with the words associated with each one. Example: **chalk, homework, eraser, whiteboard** **TEACHER**

A. ACTOR	E. SECRETARY	I. DENTIST	M. ARTIST
B. DOCTOR	F. PLUMBER	J. FARMER	N. WRITER
C. CONDUCTOR	G. ELECTRICIAN	K. CARPENTER	O. NURSE
D. POSTMAN	H. POLICEMAN	L. FIREMAN	

1. make-up, costume, script, props
2. computer, shorthand, telephone, filing cabinet
3. drill, denture, filling, mouth mirror
4. easel, canvas, palette, studio
5. stethoscope, surgery, prescription
6. pipe, spanner, tap
7. orchestra, concert hall, score, baton
8. barn, tractor, manure, plough
9. screwdriver, fuse, insulating tape, flex
10. saw, plane, chisel, try square
11. computer, manuscript, proofs, best-seller
12. helmet, uniform, handcuffs, truncheon
13. hose, hydrant, ladder, extinguisher
14. hospital, thermometer, medicine, uniform
15. sack, uniform, pillar-box, letters



C. In each set of words one is the *odd one out*: different from the others. Find the words that is different, and circle it.  
For example:

Ship.....airplane.....truck.....**car**

'Car' is the odd one out. The other terms are types of vehicle that can be used to freight goods.

1. accept ..... borrow ..... spend ..... take
2. airplane..... fax .. ..... phone ..... telex
3. drop ..... fall..... plunge ..... soar
4. accountant..... customer ..... manager .. ..... secretary
5. affluent..... poor ..... rich ..... wealthy
6. factory..... office..... ship..... warehouse
7. disk ..... keyboard ..... screen ..... typewriter
8. dismiss ..... fire .. ..... resign ..... sack
9. absorption..... closure..... merger..... takeover
10. expands..... grow ..... increase..... shrink
11. acquire..... buy . ..... purchase..... sell
12. abroad ..... domestic..... foreign ..... overseas
13. costly ..... dear ..... economical ..... expensive
14. single ..... suite ..... double ..... individual
15. ask for..... demand ..... offer ..... request
16. hire ..... lease ..... purchase ..... rent
17. design ..... make ..... manufacture..... produce
18. send ..... deliver ..... pick up ..... forward
19. free ..... complementary ..... gratis ..... cheap

20. manufacturer ..... retailer ..... wholesaler ..... partnership  
 21. banking ..... insurance ..... manufacturer ..... hotel  
 22. commission ..... fee ..... bonus ..... fare  
 23. take off ..... embark ..... depart ..... land  
 24. trip ..... journey ..... voyage ..... holiday

**D. Cross the words that are not normally used to describe or associate the nouns in CAPITAL**

- |                          |   |
|--------------------------|---|
| 1. A SECRETARY           | : moody, neat, reliable, ordinary                     |
| 2. MANUFACTURING         | : sole agent, mills, factories, refineries, bakeries  |
| 3. A CHECK               | : unconfirmed, crossed, bouncing, salary              |
| 4. DISTRIBUTION CHANNELS | : consumers, retailers, wholesalers, corporations     |
| 5. BUSINESS FORMS        | : companies, partnerships, corporations, sole traders |
| 6. PRICE                 | : discount, allowance, rebate, refund                 |
| 7. BANK SERVICES         | : overdraft, standing order, checks, saving account   |
| 8. LAND TRANSPORT        | : rail, trailers, van, truck, liners, lorry           |
| 9. TRANSPORTATION        | : outstanding, carriage, freight, charges, tariff     |
| 10. SERVICES             | : bank, hotel, travel agency, laundry, drug store     |
| 11. INSURANCE            | : claim, policy, dependents, independent, premiums    |
| 12. PAYMENT              | : checks, credit note, banker's draft, money order    |



13. TYPES OF STORE	: mall, grocery stores, supermarket, clearance sale
14. BANK TYPES	: central, local, commercial, merchant
15. BUSINESS INCOME	: revenue, earning, gain, interest
16. ADVERTISEMENTS	: billboards, leaflet, price list, illustrated catalogue
17. GOODS	: luxury, durables, perishables, finished, terms
18. BANK EMPLOYEE	: receptionist, teller, cashier, accountant
19. PURCHASE TYPES	: bulk, credit, hire, check, cash
20. CURRENCY	: coins, Yen, Rupee, Ringgit, Rupiah, Baht
21. CREDIT	: interest, principal, grace period, terms, delivery
22. TERMS	: C.O.D., C.W.O., cash and carry, D.O.
23. INTEREST	: product, simple, compound, accrued
24. TRANSACTIONS	: sale, purchase, delivery, retailer, order, payment,
25. HOTEL	: booking, reserving, packing, confirming,
26. MONEY RECEIVED	: income, revenue, earning, commission, tax
27. MONEY PAID	: taxes, wages, expenditure, expenses, costs
28. BUSINESS PAPER	: invoice, duties, delivery note, receipt
29. TRAVELLING	: depart, embark, load, arrive, disembark
30. OFFICE EQUIPMENT	: cash register, computer, typewriter, calculator

## E. Match the NOUNS with the word group associated

NOUN category	Words associated with the NOUNS	Ans
1. HOTEL	a. mailbox, fire alarm, laundry room, smoke- detector	1.
2. BANK	b. dairy products, canned food, poultry, pet food	2.
3. POST OFFICE	c. teller, slip, loan, check, safe deposit box	3.
4. SUPERMARKET	d. mail, stamp, scale, mail bag, money order	4.
5. OFFICE	e. checkout desk, microfilm, card catalog, shelve	5.
6. LIBRARY	f. file cabinet, computer, typist, employer	6.
7. RESTAURANT	g. masks, first-aid kits, foremen, machine	7.
8. FACTORY	h. menu, waiter, chef, starter, breakfast, meal	8.
9. AIRPORT	i. arrival, departure, gate, x-ray machine, visa	9.
10. APARTMENT	J. TV, armchair, sofa, rug, painting, drapes	10.
11. BATHROOM	k. dining table, pepper shaker, napkin	11.
12. BEDROOM	l. occupancy rate, reservation, overbooked, suite	12.
13. KITCHEN	m. pillow, bed, alarm clock, mattress, blanket	13.
14. DINING ROOM	n. toilet paper, towel, soap, mirror, waste basket	14.
15. LIVING ROOM	o. sink, stove, dish washer, pans	15.



## Unit 4. Jobs and Work Places

### 1. Word formation

*Form the word for the person doing the job by putting an ending to the word in parentheses, for example:*

Bob is a famous ballet dancer (DANCE)

1. That ..... paints beautiful pictures. (ART)
2. Your ..... makes wonderful bread (BAKE)
3. You pay the ..... She is that lady over there. (CASH)
4. You can ask a ..... about which medicine you need. (PHARMACY)
5. Phone the ..... if the lights don't work. (ELECTRIC)
6. He is the ..... of the biggest shoe store in town. (MANAGE)
7. I'm going to write a letter to the ..... of this paper. (EDIT)
8. Ask the ..... if you can borrow this book. (LIBRARY)
9. That ..... plays a lot of different instruments. (MUSIC)
10. Ask the ..... to get the number for you. (OPERATE)
11. I'm a ..... on that ship (SAIL)
12. We have a ..... who comes twice a week. (GARDEN)
13. James is a ..... in a pop group. (DRUM)
14. That..... speaks too quickly. (ANNOUNCE)
15. Do you think that man with a gun is a .....?. (ROB)

### 2. Nouns for people

*Form the word for the person by putting an ending to the word given, for example: Can I have a magician at my party? (MAGIC)*

1. The police are looking for a dangerous ..... (CRIME)
2. She is the ..... of this machine. (INVENT)
3. He talks so much because he is a ..... (POLITICS)
4. If you are a ..... you have to work hard. (SCIENCE)
5. He's a good..... He wins all his fights. (BOX)
6. Are you the ..... of this motorbike? (OWN)
7. Who is the ..... of that group? (LEAD)
8. She's a .....so you must be polite.(VISIT)
9. Our .....makes us practice a lot. (INSTRUCT)
10. The .....wants to interview all of us. (DETECT)
11. An .....should be good at math. (ACCOUNT)
12. She was the only ..... left in town. (INHABIT)
13. The hotel .....asked them to register. (RECEPTION)
14. The have arrested a drug .....at the airport. (SMUGGLE)
15. You should see a ..... about that ankle. (SPECIAL)

### 3. Where do they work?

Match each person with the place where she/he works.

Person	Place to work	Answers
1. artist	A. bakery	1.
2. astronomer	B. circus	2.
3. baker	C. embassy	3.
4. clown	D. hotel	4.
5. hairdresser	E. flower shop	5.
6. diplomat	F. ambulance	6.
7. florist	G. auto shop	7.
8. jockey	H. optical store	8.
9. keeper	I. library	9.



10. librarian	J. airplane	10.
11. mechanic	K. observatory	11.
12. paramedic	L. racetrack	12.
13. bellboy	M. bank	13.
14. waiter/waitress	N. restaurant	14.
15. teller	O. studio	15.
16. usher	P. salon	16.
17. flight attendant	Q. hospital	17.
18. pharmacist	R. cinema	18.
19. surgeon	S. zoo	19.
20. optician	T. drugstore	20.

#### 4. Which job is it?

- Ask the store .....where the detergent is.  
a. nurse                      b. assistant                      c. barber
- That .....sells very good meat.  
a. baker                      b. dentist                      c. butcher
- If my tooth doesn't stop hurting, I'll go and see my .....  
a. pharmacist                      b. dentist                      c. florist
- Not many buses have a ..... You usually pay the driver.  
a. conductor                      b. manager                      c. porter
- Look! The .....is feeding the tiger.  
a. farmer                      b. porter                      c. keeper
- The .....is showing them how to plan the building.  
a. architect                      b. optician                      c. specialist
- She wants the .....to make s special cake for her son's birthday.  
a. florist                      b. baker                      c. butcher
- After your eye test, the .....will tell you if you need glasses or not.  
a. dentist                      b. pharmacist                      c. optician
- The ..... will take your suitcases to your room.  
a. porter                      b. conductor                      c. author

10. I hope the .....can repair our car quickly.  
a. mechanic      b. engineer      c. conductor.
11. Every .....in this army should know how to use the new gun.  
a. sailor      b. joker      c. soldier
12. He left his job because his .....did not pay him enough.  
a. employer      b. employee      c. employment
13. The .....arrested him for stealing sun glasses.  
a. politician      b. optician      c. policeman
14. A famous .....operated on him.  
a. nurses      b. paramedic      c. surgeon
15. The .....made this door badly. I can't close it.  
a. pedestrian      b. carpenter      c. artist
16. She got a..... to fix the leaking pipe.  
a. blacksmith      b. carpenter      c. plumber
17. The .....broke into our house while we were away.  
a. burglar      b. politician      c. umpire
18. I asked the .....to make the sleeves a little shorter.  
a. sailor      b. tailor      c. carpenter
19. When you are ready to pay, just take your purchase to the.....  
a. dealer      b. cashiers      c. manager
20. All .....for the job must fill in the correct form.  
a. applicants      b. employee      c. applications



## 5. What am I?

Match the role in column A with the description in column B.

Column A	Column B	Answ
1. stockholder	A. estimate how much something is worth	1.
2. economist	B. buy and sell goods	2.
3. capitalist	C. prepare financial statements	3.
4. valuer	D. run a small business by myself	4.
5. accountant	E. buy and sell shares for customers	5.
6. auditor	F. underwrite share issues	6.
7. dealer	G. have a small sum of money to invest	7.
8. sole trader	H. specialize in the study of economy	8.
9. underwriter	I. conduct auction	9.
10. auctioneer	J. advice on financial problem for a fee	10.
11. private investor	K. invest money in business	11.
12. financial adviser	L. examine the books and accounts of companies.	12.

## 6. Where is it said?

*In which of the buildings in the list were the following said?*

Statements or questions said	Buildings	Answer
1. What kind of property did he have in mind?	A. Movie theater	1.
2. Two for the 8.30 show please.	B. Doctor's	2.
3. And an air-mail sticker please.	C. Bakery	3.
4. I can sell them to you without a prescription.	D. Auto shop	4.
5. Could you check the oil, please?	E. Court	5.
6. I've got a reservation in the name of Gregory.	F. Post office	6.
7. A large slice loaf, please.	G. Hotel	7.
8. Just a trim, please.	H. Pharmacy	8.
9. Have you thought about bifocals?	I. Real estate	9.
10. I'm just going to listen to your chest.	Agency	10.
11. You'll pay a fine of \$200.	J. Hair dresser	11.
12. Smile, please. Say cheese!	K. Jeweler's	12.
13. Would you prefer a digital one?	L. Photo studio	13.
14. How much for a round trip to Chicago from Miami	M. Optician's	14.
	N. Travel agency	



## Unit 5. Basic Business Terms

### A. In Business 1

Match each statement with the proper term.

A. retailer	B. a competitor	C. supply and demand
D. premises	E. to purchase	F. profitable
G. the sale	H. liabilities	I. a sample
J. wholesaler		

0. Accounting idiom for debt
0. Used to show customers what the goods are like
0. Economic principles of market are governed by.....
0. Business colleague who may try to steal you customers
0. Giving good return on investment
0. Land and buildings a company owns
0. A business or a person selling goods in large quantities
0. To buy in large quantities
0. Period in which retailers sell off goods at reduced prices
0. A business selling goods in small quantities.

Write your answers in the box.

1	2	3	4	5	6	7	8	9	10

## B. In Business 2

Match each statement with the proper term.

A. invoice	B. assets	C. turnover
D. to display	E. to dispatch	F. to earn a living
G. gross profit	H. to pay cash	I. a warehouse
J. to wrap up		

0. Accounting term for all valuables owned by a company.
0. Profit before costs deducted
0. Place where goods are stored
0. To send off goods to their destination
0. Document listing goods and prices when a transaction is made
0. Total value of goods sold
0. To pack the goods to make them look like a present
0. To show to the public
0. To gain enough money to live
0. To pay with ready money, with bills and coins

Write your answers in the box.

1	2	3	4	5	6	7	8	9	10

### C. In Business 3

Match each statement with the proper term.

A. terms	D. a regular customer	G. free of charge
B. a slump	E. a cash desk	H. to charge
I. a trade mark	C. credit purchase	F. a refund
J. a shop lifter		

0. Another word for conditions
0. Someone who makes regular purchase at a shop
0. Name of a product distinguishing it from its competitors
0. At no cost
0. Period of slow business activity
0. One who steals from a shop
0. Place where you pay in a shop
0. To ask money as payment for
0. Money pay back for returned goods
0. To buy goods and pay for it by weekly or monthly installments

Write your answers in the box.

1	2	3	4	5	6	7	8	9	10



## D. In Business 4

Match each statement with the proper term.

A. a salary	B. a fee	C. wages
D. a statement of account	E. an installment	F. to sell cut price
G. an order form	H. a bank transfer	
I. to settle an account	J. a receipt	

1. To pay a bill
1. Document showing that the goods have been paid
1. Financial compensation for work, paid weekly
1. Financial compensation for work, paid monthly
1. To sell below the normal price
1. Document showing an overview of all transactions carried out over a period of time
1. A document by means of which money can be moved from one account to another
1. Document by means of which an order can be placed
1. Weekly or monthly payment as part of a credit scheme
1. A lump sum of money paid for services rendered by e.g. a speaker at a congress

Write your answers in the box.

1	2	3	4	5	6	7	8	9	10

## Unit 6. Word Formation: Nouns

### Exercise 1.

The words in this list are all verbs. What are the noun forms?

Write them in the space provided.

Example : **inform** (v) *information* (n)

#### Part A

- |                   |                     |
|-------------------|---------------------|
| 1. classify ..... | 9. agree .....      |
| 2. deliver .....  | 10. improve .....   |
| 3. sell .....     | 11. lend .....      |
| 4. choose .....   | 12. produce .....   |
| 5. insure .....   | 13. promote .....   |
| 6. enquire .....  | 14. propose .....   |
| 7. sign .....     | 15. calculate ..... |
| 8. analyze .....  | 16. endorse .....   |

#### Part B.

- |                      |                      |
|----------------------|----------------------|
| 1. accrue .....      | 8. amortize .....    |
| 2. announce .....    | 9. compensate .....  |
| 3. consolidate ..... | 10. depreciate ..... |
| 4. embezzle .....    | 11. estimate .....   |
| 5. maximize .....    | 12. omit .....       |
| 6. reinvest .....    | 13. repay .....      |
| 7. subscribe .....   | 14. withdraw .....   |

## Exercise 2.

Rewrite the sentences below using *nouns* instead of *verbs*.

Example: We guarantee **to deliver** in 10 days.

We guarantee *the delivery* in 10 days

1. How are these papers **classified**?  
*What's the .....*
2. Did we **sell** more than 1.000 this week?  
*Did we make .....*
3. It's important **to choose** correctly.  
*It's important to make .....*
3. Are you **insured** against theft?  
*Have you got .....*
4. We need you **to sign** this document.  
*We need your .....*
5. He was **promoted** to Marketing Manager.  
*He received .....*
6. I **proposed** that we increase the budget.  
*My .....*
7. We have **improved** all our products.  
*We have made .....*
8. I can **lend** you the money if you need it.  
*I can give you .....*
9. We **agreed** that you would finish on the 31<sup>st</sup>.  
*Our .....*
10. A lot of people have **enquired** about this product.  
*There have been a lot of .....*
11. The consultant **analyzed** the production figures.  
*The consultant made .....*



### Exercise 3.

Choose the correct form of each word to complete each group.

1. EMPLOY : *unemployment – employee – employer – employment*
  - a. In a city of high -----, people are desperate to find jobs.
  - b. Every ----- of the company is entitled to a 15% discount.
  - c. His ----- gets very angry if he uses the phone too much.
  - d. She is looking for temporary ---during the summer holidays.
2. EXPENSE : *expensive – expense – expenditure – expenses*
  - a. It is ----- to send goods by air, but they're needed urgently.
  - b. They offer \$10,000 plus -----
  - c. Unfortunatel--on the project was much more than expected.
  - d. His ----- claims are being looked at by the financial officer.
3. EXTEND : *extension – extensively – extended – extent*
  - a. To some ----- I agree with his conclusions.
  - b. We've decided to agree to their request for ----- credit.
  - c. The factory was ----- damaged in the fire.
  - d. Could I speak to Dr. Joyce, Please? I think it's -----747.
4. IVEST : *investors – investment – disinvestments – invested*
  - a. To start a business, we need a working capital and ----- capital.
  - b. Small ----- are advised to hold on to their shares.
  - c. Blue chips shares provide good return on -----
  - d. Withdrawing capital from a business is a kind of -----
5. INFLATE : *inflation – inflated – inflationary – disinflationary*
  - a. ----- is a rise in the general level of prices.
  - b. I've no intention of paying such -----prices.
  - c. ----- policies might be aimed at slowing down price inflation or at reducing imports.
  - d. The government must take steps to halt the -----spiral.
6. PRODUCE: *products – production – unproductive – productivity*
  - a. Any -----bonus will be paid every three months.
  - b. The new model should be in ----- in two months.
  - c. I'm afraid our talks with the manufacturers have been -----
  - d. The finished ----- must leave the factory in perfect condition.

7. PROFIT : *profitable – profitably – unprofitable – profitability*
- Any line which proved ----- should be immediately discontinued.
  - I do not doubt about the ----- of such a business.
  - Couldn't some workers be more -----employed in other department?
  - Which is more -----? Share investment or running a small business.
8. RESTRICT : *restricted – restrictions – restrictive – restricting*
- The access to classified information is extremely -----.
  - They have impose ----- on imported cars.
  - Protectionism is the practice of ----- imports in order to increase the sales of domestic product.
  - Such ----- trade practices are in the public interest.
9. SATISFY: *satisfaction – satisfactory – dissatisfied – satisfied*
- What job ----- can anybody get from working on assembly line?
  - The talks with our creditor have had a ----- outcome.
  - Are you ----- with the current work condition?
  - The customers were -----with the service and complained to the manager.
10. OCCUPY: *occupied – occupational – occupants – occupancy*
- are people or companies which occupy a property.
  - The building has been ----- since the war.
  - Dust is an ----- hazard in this factory.
  - The ----- rate of most hotels is high in the summer.

## Exercise 4.

Rewrite the sentences below using *nouns* instead of *verbs*.

Example: We guarantee **to deliver** in 10 days.

We guarantee *the delivery* in 10 days

1. The capital cost is **amortized** over five years.

*The* .....

2. The director **announced** a significant increase in sales for the first quarter.

*The director made* .....

3. The salesmen was **compensated** for loss of commission.

*The salesmen received* .....

4. Our shares have **depreciated** by 20% over the year.

*Our shares have shown* .....

5. We are due to **repay** the loan next year.

*The loan is due for* .....

6. I **estimated** that it will cost \$ 1 m.

*My* .....

7. She should **invest** the money in government stocks.

*Her* .....

8. I told him that I'm **subscribing** to a new share issue.

*I told him about my* .....

9. Interest **accrues** from the beginning of the month.

*The* .....

10. He was sent to prison for **embezzling** his client's money.

*He was sent to prison for* .....



## Exercise 5.

### Confusing words A.

Choose the correct word for each sentence.

1. Jane is **interested/interesting** in my new laptop.
2. James works for an **advertisement/ advertising** agency.
3. The cost of **living/life** has gone up again.
4. Susan applied for a **work/job** as a secretary.
5. How will the increase in interest rates **affect/effect** our sales?
6. We've had to **cancel/postpone** the seminar until Tuesday.
7. My plane was **postpone/delayed** by an hour due to heavy snow.
8. We expect prices to **rise/raise** by at least seven percent.
9. You must **remember/remind** me about that meeting tomorrow.
10. The bank manager has agreed to **borrow/lend** me another \$ 3,000.
11. We only exchange goods if you produce a **receipt/recipe**.
12. Before coming here, I studied **economics/economy**.
13. The **income/salary** from the investment is \$ 20, 000 a year.
14. They **check/control** every consignment very carefully.
15. Could you please send me your latest **price/prize** list?

## Exercise 6.

### Confusing words B.

Choose the correct word for each sentence.

1. Don't wear green. It doesn't **match/suit** you.
2. He put up a big **sign/signal** advertising the concert.
3. They **robbed/stole** him of all his money.
4. The **audience/spectators** cheered when he scored a goal.
5. We expect the delivery **by/until** 6 p.m. tomorrow.
6. The customs officers **controlled/inspected** the luggage with their X-ray equipment.
7. You need a work **permission/permit** to get a job here.
8. They **wandered/wondered** around, looking at the shops.
9. Get some paper from the **stationary/stationery** cabinet.
10. What happened had no **effect/affect** on the result.
11. I'm glad I bought those shares. I've received a nice **refund/return** on my investment.
12. The amount of tax you pay is **assessed/measured** to your income.
13. There's no **point/reason** in applying for the job unless you have the right qualifications.
14. The government has been heavily **accused/criticized** for failing to reduce unemployment.
15. The partnership **split up/merged** because we could not settle the disputes.

## Unit 7. Opposites

### Exercise 1

Match the word in *italics* with their opposites in the box on the right. The first one has been done for you as an example.

- |  |       |
|--|-------|
| 1. The opposites of <i>open</i> is .....     | close |
| 2. The opposites of <i>profit</i> is .....   |       |
| 3. The opposites of <i>rise</i> is .....     |       |
| 4. The opposites of <i>assets</i> is .....   |       |
| 5. The opposites of <i>creditor</i> .....    |       |
| 6. The opposites of <i>succeed</i> is .....  |       |
| 7. The opposites of <i>send</i> is .....     |       |
| 8. The opposites of <i>hire</i> is .....     |       |
| 9. The opposites of <i>sell</i> is .....     |       |
| 10. The opposites of <i>grow</i> is .....    |       |
| 11. The opposites of <i>borrow</i> is .....  |       |
| 12. The opposites of <i>confirm</i> is ..... |       |

buy  
cancel  
~~close~~  
debtor  
fail  
fall  
fire  
lend  
liability  
loss  
receive  
shrink

### Exercise 2

Complete this sentences using the words from Exercise 1. Use one word from each pair of opposites.

1. I'm afraid I'll have to \_\_\_\_\_ our meeting; something unexpected has happened in the factory.
2. Could you \_\_\_\_\_ this fax to Eric Brothers, please?



3. We \_\_\_\_\_ early on Saturday.
4. A well-known name is an important \_\_\_\_\_ for a company to have.
5. We will have to \_\_\_\_\_ money from the bank to continue in business.
6. His boss said she would \_\_\_\_\_ him if he did not improve his performance.
7. There is now less demand for this product: the market has begun to \_\_\_\_.
8. If you want to \_\_\_\_\_ you must be ready to work hard.
9. He's the best: he could \_\_\_\_\_ ice to Eskimos.
10. As a result of mistakes in strategy the company made a \_\_\_\_\_ of over \$18m.
11. Things are going from bad to worse: the company cannot pay a single \_\_\_\_\_ at this moment.
12. We had a good year, and we expect sales to \_\_\_\_by 10% again next year.

### Exercise 3.

#### Opposites : prefixes

Make the opposites of these words by adding prefixes: *in*, *un*, *ir*, *im*, *dis*, or *de*. The first one has been done for you as an example.

- |                        |                      |                    |                     |
|------------------------|----------------------|--------------------|---------------------|
| 1. <b>un</b> available | 7. ....authorized    | 13. .... valid     | 9. ....nationalize  |
| 2. ....efficient       | 8. ....competent     | 14. ....continue   | 20. ....sufficient  |
| 3. ....possible        | 9. ....movable       | 15. ....confirmed  | 21. ....investment  |
| 4. ....allow           | 10. ....controllable | 16. ....qualified  | 22. ....personal    |
| 5. ....correct         | 11. ....regular      | 17. ....visible    | 23. ....solvent     |
| 6. ....regulate        | 12. ....perfect      | 18. ....reversible | 24. ....recoverable |

## Exercise 4.

Complete these sentences using 15 of the opposites from exercise 3. The first one has been done for you as an example.

1. Financial services and tourism are invisible exports.
2. I'm afraid Mr. Smith is \_\_\_\_\_: he's in a meeting.
3. Sales of this product are declining; I think we should \_\_\_\_\_ producing it.
4. There are a rumors of a takeover, but they are still \_\_\_\_\_.
5. We will have to replan production: this way of working is very \_\_\_\_\_.
6. The government decided to \_\_\_\_\_ industry and encourage competition.
7. The Quality Control Department tests product and rejects any which are \_\_\_\_\_.
8. You will have to do this report again: some of your information is \_\_\_\_\_.
9. Once the decision is made, you cannot change your mind: the process is \_\_\_\_\_.
10. I'm afraid your criminal record will \_\_\_\_\_ you for a post as Financial Director.
11. The company has \_\_\_\_\_ capital to finance expansion.
12. He is \_\_\_\_\_: he cannot pay his debts.
13. You cannot enter the computer system because the password you are using is \_\_\_\_\_.
14. \_\_\_\_\_ personnel may not enter in the Product Research Department.
15. Surprise inspections take place at \_\_\_\_\_ intervals.

## Exercise 5.

Complete each sentence with the opposite of the word in **bold**.  
Choose the word from the list. You must use the correct form of the verb.

accept	demolish	increase
reject	gree	expand
keep	strengthen	attack
gain	lose	succeed
complicate	impose	lower
withdraw		

1. She's **accepted** my recommendation.
2. They're **constructing** an office block down by the river.
3. She **defended** the company's policy on the environment.
4. He's gone to the bank to **deposit** some money.
5. Is he the kind of person to **avoid** his responsibilities?
6. I think his reorganization plan will ultimately **fail**.
7. They've **lifted** restrictions on using the fax.
8. Share prices **lost** ground throughout the day.
9. We **made** a lot of money on that last deal.
10. Did he **miss** his appointment with that journalist?
11. They say the banks are going to **raise** interest rates.
12. I think this move will **reduce** the deficit.
13. Getting outside financing can only **weaken** our position.
14. Won't the new clocking-in system **simplify** things?
15. He **denied** that the company was in trouble.
16. Ship-building has **declined** in this area over the years.



## Exercise 6.

Select the word or phrase from the four on the right which express most closely the **opposite** meaning to that of the word on the left. If more than one answers correct mark all the correct ones.

- |                 |   |
|-----------------|---|
| 1. accept       | forgive, reject, receive, refuse                  |
| 2. attract      | deny, hate, displease, interest                   |
| 3. approve      | refuse, return, agree, deny                       |
| 4. combine      | assemble, fall to pieces, separate, disassemble   |
| 5. damage       | broken, mend, improve, make better                |
| 6. failure      | success, empty, extra, victory                    |
| 7. fixed        | damage, disarrange, settle, repair                |
| 8. loss         | gain, rise, expense, profit                       |
| 9. delay        | postpone, speed up, hurry, hasten                 |
| 10. effective   | efficient, unsuccessful, invalid, defeat          |
| 11. expensive   | dear, expense, cheap, inexpensive                 |
| 12. idle        | bad, not working, effective, busy                 |
| 13. durable     | non-perishable, perishable, not last long, rotten |
| 14. drop        | fall, increase, rise, soar                        |
| 15. bulk        | massive, large in quantity, small quantity, fat   |
| 16. expenditure | cost, revenue, income, sale                       |
| 17. flexible    | elastic, rigid, fixed, rapid                      |
| 18. wealth      | poverty, health, poorness, affluence              |
| 19. save        | disburse, spend, shop, deposit                    |
| 20. obligation  | right, dividend, security, entitled to            |
| 21. revenue     | gain, expense, expenditure, earning               |
| 22. employer    | worker, staff, employee, manager                  |
| 23. deflation   | evaluation, devaluation, inflation, deregulation  |
| 24. merge       | split, unite, takeover, liquidate                 |
| 25. amend       | make, alter, change, improvement                  |

## Unit 8. Word Partnerships

### Exercise 1.

Match each verb on the left with a noun on the right to form common partnership.

Verbs	Nouns	Answers Common partnerships
1. fire	A. a meeting	1.
2. address	B. a check	2.
3. place	C. an invoice	3.
4. pay	D. companies	4.
5. dispatch	E. an agreement	5.
6. reduce	F. an asset	6.
7. reach	G. an employee	7.
8. cash	H. a tax	8.
9. consider	I. disputes	9.
10. keep	J. an order	10.
11. express	K. a record	11.
12. settle	L. costs	12.
13. merge	M. goods	13.
14. levy	N. thanks	14.
15. depreciate	O. a proposal	15.

## Exercise 2.

Join one word on the left with one on the right to form a two-word partnership.

First word	Second word	AnswersTwo-word partnerships
1. word	A. charge	1.
2. service	B. margin	2.
3. trade	C. rate	3.
4. cash	D. policy	4.
5. profit	E. exchange	5.
6. stock	F. reduction	6.
7. exchange	G. processor	7.
8. income	H. card	8.
9. insurance	I. union	9.
10. filing	J. cabinet	10.
11. credit	K. tax	11.
12. price	L. flow	12.
13. net	M. income	13.



### Exercise 3.

Match the adjective on the left with a noun on the right to form common partnership.

Adjectives	Nouns	Answers Common partnerships
1. raw	A. aid	1.
2. illustrated	B. money	2.
3. visual	C. control	3.
4. advanced	D. arrangement	4.
5. manual	E. technology	5.
6. continuous	F. materials	6.
7. prompt	G. customers	7.
8. strict	H. checks	8.
9. competitive	I. attention	9.
10. alternative	J. purchase	10.
11. close	K. catalogue	11.
12. potential	L. price	12.
13. bounced	M. labor	13.
14. credit	N. delivery	14.
15. plastic	O. supply	15.

### Exercise 4.

Match each verb on the left with a noun on the right to form common partnership.

Verbs	Nouns	Answers Common partnerships
1. attend	A. data	1.
2. establish	B. quality	2.
3. update	C. a meeting	3.
4. sign	D. a business	4.
5. pay	E. a problem	5.
6. transfer	F. a relationship	6.
7. control	G. a contract	7.
8. fill out	H. periodicals	8.
9. solve	I. a visitor	9.
10. run	J. installments	10.
11. break	K. a check	11.
12. welcome	L. a form	12.
13. endorse	M. a loan	13.
14. subscribe	N. funds	14.
15. repay	O. a law	15.

### Exercise 5.

Make 15 two-word expressions connected with business by combining words from the two lists: A and B.

List A	List B	Two word expressions
1. black	A. chips	1.
2. blue	B. currency	2.
3. brand	C. exchange	3.
4. gross	D. expenses	4.
5. hard	E. knight	5.
6. human	F. collector	6.
7. income	G. pages	7.
8. intellectual	H. profit	8.
9. joint	I. property	9.
10. red	J. resources	10.
11. stock	K. tape	11.
12. traveling	L. tax	12.
13. tax	M. venture	13.
14. white	N. market	14.
15. yellow	O. image	15.



## Exercise 6.

Match the appropriate expression above with the phrases below.

1. Where shares or stocks are bought and sold .....
2. Idea of a product .....
3. Business telephone directory. ....
4. Low risk stocks in good companies .....
5. Tax on person's income .....
6. Income from sales minus cost of sales. ....
7. A person who rescues a company from  
financial difficulties. ....
8. Money spent on traveling and hotels for  
business purposes. ....
9. Buying and selling goods or currency in  
a way which is not allowed by law. ....
10. Official paperwork which takes a long time to complete

## Unit 9. Abbreviations

### A. Test your business abbreviations.

What do the following stand for? Check the ones you don't know in the dictionary. The first one has been done for you as an example.

1. VIP      *very important person* .....
2. IOU .....
3. IT .....
4. HQ .....
5. b & b .....
6. C & F .....
7. AGM .....
8. AOB .....
9. asap .....
10. CEO .....
11. ATM .....
12. CV .....
13. EU .....
14. GDP .....
15. O & M .....
16. PC .....
17. PR .....
18. PLC .....
19. R & D .....
20. VAT .....
21. p.a. ....
22. C.A.D. ....

23.	HRD	.....
24.	C.W.O.	.....
25.	ROI	.....
26.	CKD	.....
27.	SWOT	.....
28.	fob	.....
29.	F&B	.....
30.	M.O.U	.....
31.	NPL	.....
32.	GATT	.....
33.	IPO	.....
34.	B.U.	.....

**B. What do the following abbreviations stand for?  
Find the correct answer.**

1. qty = please reply, paid, as soon as possible, quantity
2. p.t.o. = please turn over, please reply, quantity, with reference to
3. E.T.A. = for the attention of, with reference to, estimated time arrival
4. pls cfm = please reply, please confirm, number, thanks
5. a/c = at, in accordance with, please confirm, account
6. A.G.M. = annual government meeting , annual general meeting, thanks
7. attn . = attention, account, annual meeting, at the time of
8. p.a = please accept, per annum, pay attention, personal assistant
9. P. A. = please accept, per annum, pay attention, personal assistant
10. cc = copies to, account, companies, capacities



## Unit 10. Common Nouns and Adjectives in Business

### 1. Nouns

*There are 16 words connected with business in the box below. Use them to complete the sentences.*

A. agenda	D. quotation	G. buyer	J. image	M. job
B. ease	E. production	H. fee	K. range	N. ate
C. structure	F. venue	I. consortium	L. record	
O. figure	P. vacancy			

1. We advertised \_\_\_\_\_ in the local press.
2. We have changed the \_\_\_\_\_ for the conference.
3. We have a short \_\_\_\_\_ on our current premises.
4. He is looking for a \_\_\_\_\_ in the computer industry.
5. They're spending a lot of advertising money to improve the company's  
\_\_\_\_\_.
6. The \_\_\_\_\_ in the accounts for heating is very high.
7. We charge a small \_\_\_\_\_ for our services.
8. A \_\_\_\_\_ of French and British companies is planning to construct the  
new aircraft.
9. She is the shoe \_\_\_\_\_ for a London department store.
10. After two hours we were still discussing the first item on the \_\_\_\_\_.
11. His \_\_\_\_\_ was much lower than all the other.
12. The \_\_\_\_\_ of absenteeism always increases in fine weather.
13. Their \_\_\_\_\_ of products is too narrow.
14. We are hoping to speed up \_\_\_\_\_ by installing new machinery.

15. The paper gives a diagram of the company's organizational \_\_\_\_\_
16. The chairman signed the minutes as a true \_\_\_\_\_ of the last meeting.

**Write your answer in the box.**

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16

## 2. Adjectives A :

*Complete the sentences using the adjectives in the box.*

*Use each adjective once only.*

A. absolute	B. basic	C. conservative	D. economic
E. equivalent	F. essential	G. exempt	H. fair
I. keen	J. official	K. hectic	L. financial
M. shaky	N. overseas	O. private	P. prohibitive
Q. provisional	R. efficient		

- He needs an \_\_\_\_\_ secretary to look after him.
- The \_\_\_\_\_ profits are far higher than those of the home division.
- After last week's \_\_\_\_\_ trading this week has been very calm.
- They faxed their \_\_\_\_\_ acceptance of the contract.
- Unfortunately the cost of redeveloping the product is \_\_\_\_\_.
- The accounts department has prepared a \_\_\_\_\_ report for the shareholders.
- The workers did not feel they got a \_\_\_\_\_ deal from the management.
- Our \_\_\_\_\_ discount is 20% but we offer 5% extra for rapid settlement.
- The total dividend paid is \_\_\_\_\_ to one quarter for pre-tax profits.
- The \_\_\_\_\_ exchange rate is ten to the dollar, but you can get fifty on the black market.
- We are facing some \_\_\_\_\_ competition from European manufacturers.

12. As a non-profit making organization we are \_\_\_\_\_ from tax.
13. The year got off to a \_\_\_\_\_ start but things have now improved.
14. The factory had to stop work because it lacked \_\_\_\_\_ spare parts.
15. Their turnover has risen by at least 20% this year, and this is probably a \_\_\_\_\_ estimate.
16. The company has an \_\_\_\_\_ monopoly of imports of French wine.
17. The government has introduced import controls to solve the current \_\_\_\_\_ crisis.
18. The project is funded by \_\_\_\_\_ enterprises.

**Write your answer in the box.**

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

### 3. Adjectives B

*Complete the sentences using the adjectives in the box. Use each Adjectives once only.*

A. acceptable	B. awkward	C. complete	D. private
E. effective	F. equal	G. knockdown	H. liable
I. moderate	J. part-time	K. previous	L. principal
M. professional	N. reasonable	O. reliable	P. rival
Q. self-employed	R. unconfirmed	S. underpaid	

1. He worked for a bank for ten years but now he is \_\_\_\_\_.
2. He could not accept the invitation because he had a \_\_\_\_\_ engagement.
3. This restaurant offers good food at a \_\_\_\_\_ price.
4. The country's \_\_\_\_\_ products are paper and wood.
5. We have \_\_\_\_\_ information about our competitor's sales plan.



6. There are reports that our agent has been arrested, but they are \_\_\_\_\_.
7. Our staff say there are \_\_\_\_\_ overworked.
8. The accountant sent in his bill for \_\_\_\_\_ services.
9. The order should be delivered only if it is \_\_\_\_\_.
10. Advertising in the Sunday papers is an \_\_\_\_\_ way of selling this product.
11. He needed to sell and he offered me the car at a \_\_\_\_\_ price.
12. She is trying to find \_\_\_\_\_ work for when the children are at school.
13. The trade union made only a \_\_\_\_\_ claim.
14. The chairman was personally \_\_\_\_\_ for the company's debts.
15. Male and female workers have \_\_\_\_\_ pay.
16. When he asked for a loan the bank started to ask some very \_\_\_\_\_ questions.
17. The former chairman has taken a job with a \_\_\_\_\_ company.
18. This offer is not \_\_\_\_\_ and my client has to refuse it.

**Write your answer in the box.**

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18

## Unit 11. Verbs and Auxiliary Verbs

### 1. Use the past form of the verbs in the box to complete the sentences

1. **do** In the past we ----- more business with the Japanese than now.
2. **grow** The company ----- very rapidly in its first five years.
3. **become** We ----- a public company in 2000.
4. **cut** We ----- our advertising budget because of the recession.
5. **lose** They ----- the contract because of a lower bid.
6. **run** Susan ----- the company from her home.
7. **win** Last month we ----- an important order from the Government.
8. **make** Last year our Taiwan branch ----- a small profit.
9. **rise** Profits ----- due to an improved management strategy.
10. **fall** Our profits ----- last month, but things are much healthier now.

### 2. All the verbs in the box relate to business matters. Use them to complete the sentences.

A. franchise	B. fund	C. handle	D. impose
E. launch	F. pack	G. approve	H. persuade
I. postpone	J. replace	K. submit	L. supply
M. suspend	N. translate	O. travel	

1. He asked his secretary to \_\_\_\_\_ the letter from the German agent.
2. The management decided to \_\_\_\_\_ negotiations.
3. The company will \_\_\_\_\_ any defective item free of charge.
4. We could not \_\_\_\_\_ the French company to sign the contract.
5. They \_\_\_\_\_ the goods into cartons.
6. The unions have asked the government to \_\_\_\_\_ trade barriers on foreign cars.

7. The company does not have enough resources to \_\_\_\_\_ its expansion programs.
8. He asked if they could \_\_\_\_\_ payment.
9. The finance director has to \_\_\_\_\_ an invoice before it is sent out.
10. His sandwich bar was so successful that he decided to \_\_\_\_\_ it.
11. In her new job she has to \_\_\_\_\_ abroad at least ten times a year.
12. The reps are asked to \_\_\_\_\_ their expenses claims once a month.
13. They will not \_\_\_\_\_ goods produced by other firms.
14. The company is spending thousands of pounds to \_\_\_\_\_ a new brand of soap.
15. The finance department will \_\_\_\_\_ the committee with the figures.

Write your answer in the box.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

**3. Use the past form of the verbs in the box to complete the sentences.**

A. borrow	E. claim	I. demand	M. discuss
B. embargo	F. fail	J. invoice	N. mortgage
C. outline	G. pioneer	K. recommend	O. recover
D. register	H. sanction	L. employ	

1. We ----- 25,000 items in one week.
2. I ----- the letter, because it contained some money.
3. The company ----- developments in the field of electronics.



4. The chairman ----- the company's plans for the coming year.
5. We ----- delivery schedules with our suppliers.
6. The board ----- the expenditure of \$1.5m on the development project.
7. She ----- a refund.
8. He ----- \$ 10,000 damages against the cleaning firm.
9. They ----- \$1,000 from a bank to finance a new factory.
10. He ----- his house to set up in businesses.
11. The investment adviser ----- buying shares in aircraft companies.
12. The stock market fell in the morning, but ----- during the afternoon.
13. We ----- him on October 15<sup>th</sup>.
14. The company ----- to notify the tax office of its change of address.
15. USA ----- the arms trade to Iran in 1999.

**Write your answer in the box.**

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

*Here some safety rules from a manufacturing company. Complete the rules with **must** or **must not**.*

1. Safety clothing ----- be worn at all times.
2. Cigarettes and matches ----- be brought into the production area.
3. Accidents ----- be reported to the production supervisor.
4. Machinery ----- be operated without safety equipment.
5. Employees ----- wear protective glasses while using machinery.

6. Electrical equipment ----- be checked at the beginning and end of each shift.
7. Food and drink ----- be consumed in the production area at anytime.
8. Employees ----- run in the production area.
9. We ----- look for other solutions before we start a price war.
10. In my opinion we ----- increase advertising in the press and on TV. It's the only way to reach new customers.

A. *Here are 20 common short questions. Add suitable auxiliary to each:*

- |   |   |
|---|---|
| 1. ----- we have a break?               | 11. ----- I ring you back later?        |
| 2. ----- you take sugar?                | 12. ----- you hang on a minute?         |
| 3. ----- he speak Japanese?             | 13. ----- you mind holding              |
| 4. ----- you have a good flight?        | 14. ----- you been here before?         |
| 5. ----- I have a quick word?           | 15. ----- we go straight to your hotel? |
| 6. ----- it be convenient?              | 16. ----- they been waiting long?       |
| 7. ----- you tell me where the bank is? | 17. ----- you like something to drink?  |
| 8. ----- you like a coffee?             | 18. ----- it finished yet?              |
| 9. ----- you want a coffee?             | 19. ----- you like to see the menu?     |
| 10. ----- we get there in time?         | 20. ----- it rained a lot recently?     |

## Unit 12. Basic Financial Terms

### Exercise 1.

Choose the correct word to finish the phrase or question.

1. It's an excellent university, but the **fares/fees/prices** are rather high.
2. I made my **fortune/treasure/fate** buying and selling stocks.
3. I bought this coat on sale. It was **decreased/subtracted/reduced** \$75.
4. There's a small apartment to **hire/rent/engage** close to the university.
5. I haven't got enough coin to make a call. Could you **borrow/loan/lend** me some?
6. How much does Henry **earn/gain/wage** in his position?
7. That small flat is too expensive. I can't **pay/afford/manage** it.
8. She is an excellent dentist, but she doesn't **spend/charge/pay** too much.
9. It was a very delicious food. Can we have the **account/price/bill** please?
10. How much is the bus **fee/fare/expense** to go downtown. It's \$1.50.

### Exercise 2.

Choose the correct word to fill the gap in the phrase or question.

A. guarantee	B. save	C. wealth	D. rent
E. tip	F. credit card	G. loan	H. coin
I. receipt	J. retirement		



1. Susan never carries cash with her and pays for everything by .....
2. The old couple had only a small ..... to live on.
3. James didn't like the waitperson so he didn't leave a .....
4. They wouldn't have been able to buy their new car without a bank ...
5. The store won't change any merchandise without the original .....
6. The dime is such a small ..... that everyone dislikes it.
7. The apartment is not in very good condition so the ..... is low.
8. The cd-player has a six-month .....
9. He keeps all his money and valuables in the.....behind this painting.
10. My friend Jerry made his considerable.....selling cars.

**Write your answers in the box.**

1	2	3	4	5	6	7	8	9	10

### **Exercise 3.**

**Match the correct response to the question or statement.**

*Statements/questions*

1. Did she inherit that beautiful house?
2. Whom do I make the check out to?
3. How much do you want for this vcd-player?
4. Why are you putting so much money in the bank?
5. Your car must have cost a lot of money.
6. The house has burnt down. What are we going to do?
7. Can we change money at the restaurant to pay the bill?
8. How much do make a year?
9. Do I still owe you any money?
10. We seem to be spending a lot of money lately.

## Responses

- A. \$500
- B. I'm saving up to buy a new motorbike.
- C. Maybe we should try to save a little.
- D. Yes, her Grandfather left it to her.
- E. No, you've paid it all back.
- F. To Russel and Rudy bros.
- G. Actually, I won it in a lottery.
- H. I think they accept travelers checks anyway.
- I. That is really none of your business.
- J. Don't worry, we're insured.

Write your answers in the box.

1	2	3	4	5	6	7	8	9	10

## Exercise 4.

Form the correct version of the word using the word root to the right of the phrase.

- |   |          |
|---|----------|
| 1. I've just bought a new ..... policy.                         | insure   |
| 2. He's just spent all his ..... on a brand new car.            | save     |
| 3. The old painting proved to .....                             | worth    |
| 4. The bank ..... asked to see my ID.                           | cash     |
| 5. My wife inherited \$2,000,000. from a .....relative.         | wealth   |
| 6. This is not his ..... on the check.                          | sign     |
| 7. \$20,000. Thank you for your .....                           | generous |
| 8. We had to take out a ...from the bank to purchase the house. | lend     |
| 9. Unfortunately, my business is not very .....                 | profit   |
| 10. I've always wanted to stay in a ..... hotel.                | luxury   |

### Exercise 5.

Choose the correct word from the list below to fill the gap.

A. swindler	B. miser	C. teller	D. retired
E. returns	F. investor	G. accountant	H. bequeathed
I. heir	J. customer		

1. My father is past 65, he is now .....man.
2. Janet saves as much money as she can and tries to never spend a dime. She is a .....
3. My friend just inherit a lot of money and property. He is a ..... to a great deal of wealth.
4. In the U.S. people must fill out their tax ..... by April 15.
5. People who like to buy stocks are called .....
6. Someone who keeps or checks financial records for a company is a .....
7. I love to go shopping often. Most shops consider me a great .....
8. If I need money from the bank, I go to a ..... to make a withdrawal.
9. She .....\$10,000 to charity in her will.
10. Unfortunately, I bought a piece of worthless junk from a ..... who told me it was a masterpiece.

Write your answers in the box.

1	2	3	4	5	6	7	8	9	10



## Exercise 6.

Verbs related to banking and finance.

Use the verbs in the box to complete each sentence below. Use the correct form of the verbs.

A. tax	D. save	G. clear	J. levy
M. change	B. insure	E. pay	H. speculate
K. refund	N. audit	C. earn	F. value
I. buy	L. deduct	O. transfer	

1. The check took ten days to -----.
2. She wants to ----- on the Stock Exchange.
3. The government has decided to ----- a tax on imported cars.
4. He is trying to ----- money by walking to work.
5. we had to ----- in advance to have the new telephone system installed.
6. The government is proposing ----- businesses at 50%.
7. He decided to ----- against loss of earnings.
8. we want to ----- some traveler's checks.
9. The book have not yet been -----.
10. All money will be ----- if the goods are not satisfactory.
11. The company has been ----- by its leading suppliers.
12. Expenses are still to be -----.
13. The call in an expert to ..... the jewelry.
14. She ----- her money to a deposit account.
15. What level of dividend do these shares -----?

Write your answer in the box.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

## Exercise 7.

### Money related words

Choose the best word to complete the sentences.

- Last month the bus .....went up by 10%.  
a. taxes                      b. fares                      c. fees
- He was .....\$100 for reckless driving.  
a. fined                      b. found                      c. taxed
- If you buy a dozen or more, you'll get a .....  
a. discount                      b. loss                      c. refund
- She was very pleased because she made a ..... of \$9,000 on the sale of her house.  
a. fortune                      b. benefit                      c. profit
- Take the .....if you want them to change the shoes.  
a. recipe                      b. receipt                      c. repayment
- He spent all the money he had won .....new clothes.  
a. on                      b. for                      c. to
- I need some .....for the coffee machine.  
a. bills                      b. finance                      c. change
- The mechanic did not .....me for repairing my motorbike.  
a. charge                      b. tax                      c. pay
- She let the family live in the cottage without paying a .....  
a. rent                      b. hire                      c. fare

10. I'm going to ask my bank manager for a .....  
a. lend      b. borrow      c. loan
11. Is it all right if I pay .....check?  
a. by      b. in      c. on
12. The German mark has risen in ..... against the Japan yen.  
a. change      b. exchange      c. currency
13. The more I earn, the more .....tax I pay.  
a. salary      b. wage      c. income
14. If you are not satisfied, we'll .....your money.  
a. refund      b. reduce      c. put away
15. If business has been good, the staff gets a .....at the end of the year.  
a. deposit      b. profit      c. bonus
16. Where can I get good interest .....for my money?  
a. rate      b. credit      c. bargain
17. They want to get young people to open a bank .....  
a. deposit      b. loan      c. account
18. Could you give me an .....of how much it will cost?  
a. invoice      b. estimate      c. income
19. You have to pay a .....now to reserve your hotel.  
a. deposit      b. security      c. credit
20. My credit card is .....in most countries.  
a. reserved      b. accepted      c. excepted



21. Traveler's checks can be paid for in cash or ..... to your account.  
a. debited    b. credited    c. saved
22. Most shops, hotels, and restaurants ..... credit cards for payment.  
a. require    b. accept    c. obtain
23. When opening a saving account, you will get ..... from your bank.  
a. a passport  
b. deposit book  
c. passbook
24. .... earn interest for the customers.  
a. deposit account  
b. checking account  
c. current account
25. .... means to save money in the account.  
a. to deposit  
b. to transfer  
c. to withdraw

## Unit 13. Banking Services

### Exercise 1.

Match each term on the right with its meaning on the left.

Banking terms	Meanings	Answers
1. to deposit	A. to write or sign a name on the back of the check	1.
2. to owe	B. money paid for the use money	2.
3. overdrawn	C. a small book that records a customer's account	3.
4. to withdraw	D. to put money into the bank	4.
5. interest	E. a person who has an account in a bank	5.
6. passbook	F. to ask payment	6.
7. to endorse	G. taking out more money than the balance in an account	7.
8. a joint account	H. a bank form used to make a deposit or a withdraw	8.
9. balance	I. to have to pay money	9.
10. to charge	J. money remaining in an account	10.
11. depositor	K. to take money out of the bank	11.
12. a slip	L. an account shared by two depositors	12.

### Exercise 2.

Two-word partnerships. Match each word on the right with a word on the left to form common partnership.

First words	Second words	Word partnerships
1. saving	A. deposit	1.
2. service	B. power	2.
3. outstanding	C. account	3.
4. monthly	D. balance	4.
5. demand	E. loan	5.
6. minimum	F. interest	6.

7. cancelled	G. charge	7.
8. compound	H. possession of	8.
9. purchasing	I. card	9.
10. take	J. debt	10.
11. soft	K. checks	11.
12. charged	L. statement	12.

### Exercise 3.

Complete the following sentences with the words from the list. Each word is used only once.

A. joint account	D. passbook	G. endorse	J. principal
B. overdrawn	E. negotiable	H. demand deposit	K. fee
C. balance	F. interest	I. collateral	L. outstanding

1. An account that two or more people hold is a \_\_\_\_\_.
2. The bank records all the transactions of an account in the customer's \_\_\_\_\_.
3. You have to \_\_\_\_\_ the check in order to cash it.
4. The bank charges a \_\_\_\_\_ to cover the cost of bookkeeping.
5. Harun wrote a check for more money than he has in his account. He seems to be \_\_\_\_\_.
6. A check that can be signed over to a third party is \_\_\_\_\_.
7. Money in the checking account is \_\_\_\_\_.
8. I wrote him a check last month, but he hasn't cashed it. That check is \_\_\_\_\_.
9. If you don't know how much money is in your account, you should check your \_\_\_\_\_.



10. Both checking account and saving account pay \_\_\_\_\_.
11. When I needed a loan I offered the bank my house as \_\_\_\_\_.
12. To calculate the monthly payments on your loan, the bank adds the interest to the \_\_\_\_\_ and divides the total by the number of months.

**Write your answer in the box.**

1	2	3	4	5	6	7	8	9	10	11	12

#### **Exercise 4.**

Match each terms on the right with its opposite on the left.

Terms	Opposites	Answers
1. creditor	A. to lend	1.
2. payee	B. decrease	2.
3. simple interest	C. debtor	3.
4. increase	D. installments	4.
5. purchase	E. to deposit	5.
6. to borrow	F. lack of	6.
7. cash payment	G. owns	7.
8. sufficient	H. sale	8.
9. to withdraw	I. compound interest	9.
10. debts	J. payer	10.

## Exercise 5.

### Cash or Check?

Match the expression on the left with the definitions on the right.

#### 1. Cash

Expressions	DEFINITIONS
1. hard cash	A. used to obtain money from an ATM
2. petty cash	B. cash which comes into a company from sales and goes out in purchases or overhead expenditure
3. ready cash	C. machine which shows and adds the prices items bought, with a drawer for keeping the cash received
4. cash desk	D. machine which gives out money when a special card is inserted and instructions given
5. cash dispenser	E. money in notes and coins
6. cash register	F. money which is immediately available for payment
7. cash terms	G. paying a bill in cash
8. cash flow	H. place in store where you pay goods bought
9. cash settlement	I. small amounts of money
10. cash card	J. terms which apply if the customer pays cash

Write your answers here:

1	2	3	4	5	6	7	8	9	10

## 2. Check or cheque

Expressions	DEFINITIONS
1. crossed check	A. ask a bank not to pay a check you have written
2. uncrossed check	B. sign a check on the back to show you accept it
3. blank check	C. pay a check into your account
4. bouncing check	D. exchange a check for cash
5. sign a check	E. check which can be cashed anywhere
6. check card	F. sign on the front of the check to show that you authorize the bank to pay the money from your account
7. cash a check	G. check which cannot be cashed because the person writing it has not enough money in the account to pay it
8. endorse a check	H. plastic card from a bank which guarantees payment of a check
9. deposit a check	I. check with the amount of money and the payee left blank, but signed by the drawer
10. stop a check	J. check with two lines across it showing that it can only be deposited at a bank and not exchanged for cash

Write your answers here:

1	2	3	4	5	6	7	8	9	10



## Unit 14. Shipping and Forwarding

### Exercise 1.

Find the words in the right column that match the words closest in meaning in the left column.

Terms	Meanings	Answers
1. carriage	A. tax on imported goods	1.
2. charges	B. road and rail document	2.
3. duty	C. sea transport document	3.
4. consignor	D. inland transport and freight	4.
5. perishables	E. air transport document	5.
6. freight	F. list of goods being delivered	6.
7. fragile	G. companies sending the goods	7.
8. consignment note	H. note asking payment for goods or services supplied	8.
9. air waybill	I. take bulk cargo	9.
10. bill of lading	J. cost of transporting goods	10.
11. invoice	K. bill of lading	11.
12. delivery note	L. goods easily broken or damaged	12.
13. delivery	M. price reduction for quick payment	13.
14. cash discount	N. sent to overcharged customers	14.
15. credit note	O. goods that go bad	15.
16. liners	P. transport of goods	16.
17. tankers	Q. smaller companies	17.
18. clean B/L	R. take mainly passengers	18.
19. subsidiaries	S. the price for services	19.
20. a document of title	T. indicate that the consignment is in good order	20.

## Exercise 2.

Identify one word which is odd or does not belong to the Group.

1. consignment note, air waybill, invoice, bill of lading.
2. dispatch, forward, freight, ship, send
3. delivery note, packing list, advice note, debit note
4. invoice, debit note, delivery note, credit note
5. freight, duties, tariff, dues, charges
6. trucks, vans, lorries, liners, wagons
7. liners, vessels, bunkers, bulk-carriers, cargo-passengers
8. case, bundles, crates, sack, bottles
9. consignment, parcel, package, shipment
10. bales, barrels, drums, jars, bottles
11. invoice, brochure, leaflet, flyer, catalogue, booklet
12. goods, merchandises, products, delivery
13. consignment, collection, undercharged, delivery, shipment
14. consignor, wholesaling, sender, customer, detailer
15. discounts, allowances, rebates, repayment, reductions

## Unit 15. Hotel and Tourism

### A. Opposites - Travel and Tourism

1. Match the words below with their pairs (opposites). There will be fifteen pairs all together.

add  
advance arrival  
cancel cheap confirm decrease  
depart disembark double early embark  
expensive guest host incoming increase land  
late loss outgoing overcharge postpone  
profit receive send single  
subtract take off  
undercharge

2. Complete the sentences below using one word from each pair.  
Sometimes you have to change the form of a word.

- a. We've just \_\_\_\_\_ in Singapore: can you send someone to the airport to meet us?
- b. If possible I'd like to \_\_\_\_\_ our meeting until Wednesday.
- c. This bill is wrong: you've \_\_\_\_\_ me by \$7.30.
- d. There was a technical problem with the door on the airplane and the passengers had to wait twenty-five minutes to \_\_\_\_\_.
- e. I'm sorry I'm \_\_\_\_\_: I couldn't get a taxi.
- f. The hotel made \$1.5 million \_\_\_\_\_ this year, so we're paying a bonus to the staff.
- g. I'm calling to \_\_\_\_\_ my reservation for Tuesday; I'll be arriving at about noon.



- h. VAT is \_\_\_\_\_ at 15%.
- i. This hotel has \_\_\_\_\_ a lot of international conferences.
- j. If the holiday is too \_\_\_\_\_ you could consider somewhere closer to home.
- l. I'd like a \_\_\_\_\_ room for myself and my wife.
- m. The hotel receives more than 1000 \_\_\_\_\_ calls everyday.
- n. I'm booked on GA 630 to Jakarta and I'd like to check the \_\_\_\_\_ time.
- o. The number of visitors to Bali \_\_\_\_\_ in the summer months.
- p. Could you possibly \_\_\_\_\_ this fax for me?

## B. Staff

Read the sentences and match the underlined words and expressions with the definition on the right.

Sentences	DEFINITION
1. We have taken on some students for the summer period on a <u>casual</u> basis.	A. for a short period not regular
2. We organize most of our trainings <u>in-house</u> using experienced staff members.	B. to engage new staff and dismiss existing staff frequently
3. The accountant does not work for us: he's <u>self-employed</u> .	C. with not enough staff
4. The staff <u>went on strike</u> in protest against bad working conditions.	D. to give someone a job of work
5. I'm sorry service has been slow this evening – we're rather <u>short-handed</u> at the moment.	E. to remove an employee from a job
	F. to watch work carefully to see if it is well done
	G. working inside a company's building

6. He was assigned the job of checking the sales figures.
7. He was dismissed for persistently being late.
8. Consistent hiring and firing meant that the hotel achieved unacceptable levels of quality in service.
9. These six rooms are for our live-in staff.
10. The head chef supervised the fitting of the new restaurant.

- H. to stop working because there is a disagreement with management
- I. working for oneself
- J. living in the building where (one) works

Write your answers here:

1	2	3	4	5	6	7	8	9	10

### C. Tax & accounts – adjectives

Complete the sentences with the adjectives in the box.

- |               |               |                    |
|---------------|---------------|--------------------|
| A. duty-free  | F. allowable  | K. convertible     |
| B. current    | G. deductible | L. exempt          |
| C. gross      | H. inclusive  | M. labor-intensive |
| D. profitable | I. round      | N. self-financed   |
| E. tax-free   | J. taxable    | O. unpaid          |

1. He bought a \_\_\_\_\_ belt at the airport.
2. When his accounts were audited they found more than \$ 100,000, in \_\_\_\_\_ taxes.
3. After the first \$ 2,500 and up to \$25,000 your income is \_\_\_\_\_ at 15%.
4. As the business becomes more \_\_\_\_\_ your tax bill will increase.
5. The price is \$1,500 \_\_\_\_\_ of VAT.
6. The project is completely \_\_\_\_\_: it will need no subsidies.

7. Hotel keeping is still a \_\_\_\_\_ business.
8. As a non-profit-making organization we are \_\_\_\_\_.
9. We do not accept payments in currencies which are not \_\_\_\_\_.
10. Your tax obligation will be, in \_\_\_\_\_ figures, about \$ 400,000.
11. My membership fees at the golf club are not \_\_\_\_\_ even though that's where I meet my clients.
12. Keep all the receipts from \_\_\_\_\_ expenses – you'll need them at the end of the tax year.
13. In some countries children's clothes are sold \_\_\_\_\_.
14. \_\_\_\_\_ profits were very good, but our marketing costs meant that we came out with very little money.
15. To calculate your liquidity ratio we need first to look at your \_\_\_\_\_ assets – cash, money people are going to pay you etc.

**Write your answers here:**

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

#### **D. Prices and Payments - adjectives**

**Complete the sentences with the words in the box.**

A. advance	F. all-in	K. chargeable
B. cut-price	G. exclusive	L. inexpensive
C. moderate	H. non-refundable	M. off-peak
D. off-season	I. optional	N. attract
E. prohibitive	J. refundable	O. supplementary



1. You should know that there's a \_\_\_\_\_ charge for an extra bed.
2. We're planning a new range of Chinese holidays which will \_\_\_\_\_ to younger people.
3. If the car is damaged, the first \$50 repair cost is \_\_\_\_\_ to the person whose name is on rental form.
4. Most of our companies insist on \_\_\_\_\_ payment when a booking is made.
5. In the even of cancellation, I'm afraid the booking fee \_\_\_\_\_.
6. The entrance fee is \_\_\_\_\_ if you purchase \$10 worth of goods when you're inside.
7. The prices in the catalogue are \_\_\_\_\_ of tax, so you'll have to add 15.5% to the total.
8. This price includes third party insurance: comprehensive cover is an \_\_\_\_\_ extra.
9. The price is \_\_\_\_\_; you'll have nothing else to pay for the rest of the holiday.
10. The room rate is quite \_\_\_\_\_ considering the very high quality offered by the hotel.
11. We've got some last minute \_\_\_\_\_ offers – holidays so cheap you won't believe it.
12. We're looking for an \_\_\_\_\_ but good quality restaurant with a vegetarian menu.
13. If you take your holiday in October when there are fewer tourists the \_\_\_\_\_ rates are very competitive.
14. We'd like to visit Bali but traveling to the region is \_\_\_\_\_.
15. If you wait and catch the train after 9:30 the \_\_\_\_\_ fare is much lower.

**Write your answers here:**

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

## E. Marketing

Complete the sentences with the words in the box.

A. Promotional	E. back up	I. toll free
B. Demand	F. occupancy	J. complimentary
C. up-market	G. popular	K. expensive
D. regular	H. compensate	L. slack

- Bali is one of the most \_\_\_\_\_ areas for holidays.
- The TV ad. gave a \_\_\_\_\_ telephone number which customer can call to place orders.
- We offer better prices off-season to try to \_\_\_\_\_ for seasonal fluctuations in demand.
- Mayflower used to be fairly \_\_\_\_\_, but competition between hoteliers has driven it down market.
- November is a \_\_\_\_\_ month for us: our busiest time is in the summer.
- The marketing director sends \_\_\_\_\_ letters to all the contacts after each visit.
- The \_\_\_\_\_ fare offers \$100 saving for passengers who book the airline's early morning flight and return the same day.
- Our domestic \_\_\_\_\_ rates for the hotels in Makassar over the last three months was 75%.
- We have been open for more than ten years now and we have an established base of \_\_\_\_\_ customers.
- Each guest receives a \_\_\_\_\_ box of chocolates when they check in to the hotel for two days or more.
- We'd like to move the resort \_\_\_\_\_ and attract fewer, but higher-spending, tourists.
- In a recession people have less discretionary income and the tourist industry suffers from a drop in \_\_\_\_\_.

Write your answers here:

1	2	3	4	5	6	7	8	9	10	11	12

## F. Hotels - adjectives

Complete the sentences with the words in the box.

A. adjoining	F. accommodate	K. self-service
B. alternative	G. noisy	L. short stay
C. comfortable	H. non-residents	M. sunny
D. reasonable	I. private	N. surrounding
E. refurnished	J. self-catering	O. vacant

1. The guest room has been refurnished with \_\_\_\_\_ carpets.
2. I'm sorry that you have been unhappy with your hotel: we'll find you \_\_\_\_\_ accommodation immediately.
3. In addition to the main restaurant there is a \_\_\_\_\_ cafeteria and a bar.
4. Our hotel has a good restaurant where carefully prepared meals are served at \_\_\_\_\_ prices.
5. If you can't put us in \_\_\_\_\_ rooms, could we at least have rooms on the same floor?
6. Some of the rooms look out onto a main road, so I'm afraid they might be a little \_\_\_\_\_.
7. We are a city center hotel mainly catering to \_\_\_\_\_ guests.
8. It's a south facing room so it's nice and \_\_\_\_\_ all day.
9. From the terrace, you have a marvelous view over the \_\_\_\_\_ countryside.
10. I'm sorry we haven't got any \_\_\_\_\_ rooms. Have you tried the Grand?
11. The hotel has 25 bedrooms, all with \_\_\_\_\_ bathrooms.
12. Our restaurant is open both to \_\_\_\_\_ and to guests.
13. The hotel is divided into separate \_\_\_\_\_ apartments.
14. There are more \_\_\_\_\_ chairs in the lounge, if you find the dining room chairs too hard.
15. The hotel has a large conference room to \_\_\_\_\_ hundreds participants.



Write your answers here:

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

## G. Prices & Payments – verbs

Match the underlined words/phrases with their meanings.

Words/phrases	Meanings	Ans.
1. Do you <u>accept</u> payment by check?	A. to compare prices	1.
2. They spent two hours <u>bargaining</u> about the price.	B. to count something with other things	2.
3. The hotel <u>deducted</u> \$5 from the room price.	C. to decide how much has to be paid for goods	3.
4. Tour operators <u>are discounting</u> prices on package holidays.	D. to discuss the price for something	4.
5. The room is \$55 <u>including</u> breakfast.	E. to estimate the probable cost of something	5.
6. We <u>invoiced</u> this amount on Dec. 1.	F. to make a deposit	6.
7. She <u>paid</u> \$35 <u>down</u> and the rest in monthly installments.	G. to pay back	7.
8. They have <u>priced</u> these holidays competitively.	H. to reduce prices	8.
9. Can you <u>quote</u> for supplying 200 crates of orange juice?	I. to reduce sharply	9.
10. All payments will be <u>refunded</u> if the tour is cancelled.	J. to remove money from total	10.
11. It pays to <u>shop around</u> when you are planning to fly to the States.	K. to send a note asking for payment	11.
12. The company has <u>slashed</u> prices on tours to Brazil.	L. to take something which is being offered	12.

## Unit 16. Marketing and Sales

The Marketing Manager and the Managing Director of IBM, a computer company, are discussing the marketing of a new program. Find the words in the conversation which fit the definitions in the box. The first one has been done for you as an example.

Conversation	Definitions
<ul style="list-style-type: none"> <li>● How are you going to promote Construct-X?</li> <li>□ <i>well, first of all we'll include it in the new catalogue.</i></li> <li>● OK. What about advertising?</li> <li>□ <i>We're going to run a campaign in the press but only in specialist publications. This is a nice product.</i></li> <li>● Right. Are you going to do a mailing?</li> <li>□ <i>Yes, just a flier to our regular customers.</i></li> <li>● Will you offer them any kind of giveaway?</li> <li>□ <i>No, but there will be a discount on orders in the first thirty days.</i></li> <li>● Sounds good.</li> <li>□ <i>well, we'll see.</i></li> </ul>	<ol style="list-style-type: none"> <li>1. a place where a product is sold ....<b>point-of-sale</b>....</li> <li>2. planned method and period of time .....</li> <li>3. deciding how much money has to be charged for something .....</li> <li>4. person who buys something .....</li> <li>5. the country where the business is situated .....</li> <li>6. a small advertising leaflet .....</li> <li>7. a thing which is given free when another item is bought .....</li> <li>8. picture which people have in their minds of a product or company. .....</li> <li>9. sending by post .....</li> <li>10. specials place in a market .....</li> </ol>



<ul style="list-style-type: none"> <li>• Do you think we should focus mainly on the domestic market or go for overseas sales at the beginning?</li> <li>□ <i>I think domestic to start with. That way we don't have to worry about distribution problems until later.</i></li> <li>• I think I agree. What about pricing?</li> <li>□ Well, this is a unique product, there's no real competition, so it's going to be fairly high-priced. Don't you think so?</li> <li>• Well, that sounds fair. Any thoughts about the package?</li> <li>□ <i>Standard – a hard case containing the discs and the manual. Technical drawing on the outside to give a precise, professional image.</i></li> <li>• Are you going to have any <u>point-of-sale</u> displays in computer shops?</li> <li>□ <i>Just a poster, using the same image as the packaging.</i></li> <li>• Well, it all sounds very good.</li> <li>□ <i>You'll find all the details in this report.</i></li> </ul>	<ul style="list-style-type: none"> <li>11. box or bag in which things are sold .....</li> <li>12. a list of a company 's products .....</li> <li>13. a reduction on the full price .....</li> <li>14. to increase the sales of a new product .....</li> <li>15. nouncing that something is for sale .....</li> <li>16. getting goods from the maker of the buyer .....</li> <li>17. companies who makes similar products to yours .....</li> <li>18. in other countries .....</li> </ul>



## Unit 17. Banks and Payments

Find the words in these three conversations which fit the definitions in the box on the right. The first one has been done for you as an example.

Conversation 1	Definitions
<ul style="list-style-type: none"> <li>● Kline &amp; Weller. Good morning.</li> <li>□ <i>Hello. Can I speak to Julian Weller?</i></li> </ul>	1. not paid on time, past correct date .....
<ul style="list-style-type: none"> <li>● Speaking.</li> <li>□ <i>This is Joe and Clark Associates.</i></li> </ul>	2. note to a bank asking them to pay money from your account .....
<ul style="list-style-type: none"> <li>● Ah, hello. What can I do for you?</li> <li>□ <i>We sent you an invoice on the 30<sup>th</sup> of November.</i></li> </ul>	3. money that you have to pay, e.g. for goods and services .....
<ul style="list-style-type: none"> <li>● Yes. Haven't we paid yet?</li> <li>□ <i>No, and it's two weeks <u>overdue</u> now.</i></li> </ul>	4. to take something, e.g. money, from someone for an agreed period of time .....
<ul style="list-style-type: none"> <li>● Oh, I'm sorry. I'll send you a check this afternoon.</li> <li>□ <i>Thank you.</i></li> </ul>	5. payment made for the use of money .....
<b>Conversation 2</b>	6. to give one type of currency to another .....
<ul style="list-style-type: none"> <li>● Now, What can I do for you?</li> <li>□ <i>Well, some of our costumers are slow players.</i></li> </ul>	7. amount of money which a person or company can take out of a bank account, with the bank's permission, and which is more than there is in the account. .....
<ul style="list-style-type: none"> <li>● So they owe you money and ...</li> <li>□ <i>... and we need the cash. Yes.</i></li> </ul>	8. to have to pay money .....
	9. money paid to a salesman or agent, a percentage of the

- Well, the first thing I need to know is if you have any debts.
- *No, not really. We do have a small overdraft at the moment.*
- That's a very expensive way to borrow.
- *Really?*
- Yes. You usually pay higher rate of interest on as overdraft than a loan.
- *Perhaps I should repay it.*

### Conversation 3

- Good morning.
- *Good morning Mr. Sanchez. What can I do for you?*
- I'd like to withdraw £2,500 from this account and change it for marks.
- *Certainly.*
- What's the rate of exchange today?
- *Just a moment ..... It's 2.42.*
- And your commission?
- *We charge 1,5%.*
- Fine. When you've finished I'd like to check the safe deposit box.
- *Certainly.*

sales made.

10. to ask for money to be paid
11. the value of one currency against another
12. to give money back to someone
13. to take out money from an account
14. note asking for payment for goods or services
15. place you can rent to keep documents, jewelry etc.

## Unit 18. Employment and Job Hunting

Find the words in these two conversations which fit the definitions in the box on the right. The first one has been done for you as an example.

Conversation 1	Definitions
<ul style="list-style-type: none"> <li>Do you have any questions you'd like to ask?</li> </ul>	1. to get money for working <i>earn</i>
<ul style="list-style-type: none"> <li>Yes. <i>What's the salary for the job?</i></li> </ul>	2. a job which you are trained for and which you expect to do all your working life. .....
<ul style="list-style-type: none"> <li>The basic is £21,000, but there are bonuses for performance.</li> </ul>	3. moving up to more important job .....
<ul style="list-style-type: none"> <li>I see.</li> </ul>	4. extra payment .....
<ul style="list-style-type: none"> <li>If you meet all your targets you could <u>earn</u> £45,000.</li> </ul>	5. situations that you have lived through .....
<ul style="list-style-type: none"> <li>What about career development?</li> </ul>	6. to employ new staff .....
<ul style="list-style-type: none"> <li>That depends on you. There are lots of opportunities for promotion.</li> </ul>	7. talking to a person to see if s/he is suitable for a job .....
<ul style="list-style-type: none"> <li>right.</li> </ul>	8. way in which someone does things .....
<b>Conversation 2</b>	9. to ask for a job .....
<ul style="list-style-type: none"> <li>Can you explain your recruitment procedure?</li> </ul>	10. process of looking for a new employees .....
<ul style="list-style-type: none"> <li>Certainly. Well, first we do a human resources audit to decide if we need to hire anyone.</li> </ul>	11. the money a company pays a worker each month .....
<ul style="list-style-type: none"> <li>Right.</li> </ul>	
<ul style="list-style-type: none"> <li>We also decide what qualifications and experience we are looking for.</li> </ul>	



<ul style="list-style-type: none"> <li>● I see. Then you put an advertisement in the press and people apply for the job.</li> <li>□ <i>Right. We read the CVs and prepare a shortlist of five or six people.</i></li> <li>● Then I suppose you set up the interviews.</li> <li>□ <i>Yes. And finally we invite the strongest candidates back for a second interview.</i></li> <li>● Then you make the decision.</li> <li>□ <i>Yes, and we also decide if there is any need for training.</i></li> </ul>	<p>12. a list of the better people who have asked for a job .....</p> <p>13. being taught how to do something .....</p> <p>14. someone who has asked for a job .....</p> <p>15. a document which shows your education and work experience .....</p> <p>16. the people who work in a company: their abilities and possibilities .....</p> <p>17. proof that you have completed a specialized course of study .....</p>
---	---

## Unit 19. Finance

Find the words in these four conversations which fit the definitions in the box on the right. The first one has been done for you as an example.

Conversation 1	Definitions
<ul style="list-style-type: none"> <li>● Have you heard? They have just <u>audited</u> the accounts.</li> <li>□ <i>And what's the result?</i></li> <li>● It seems the Finance Manager has embezzled over two million.</li> <li>□ <i>No! you're joking!</i></li> </ul>	1. Amount of money spent ..... 2. placing money so that it will increase in value..... ... 3. examined, inspected <b>audited</b> ..... ..... 4. when a company is officially declared to be incapable of paying its debts ..... 5. percentage of profits paid to the people who own the company ..... 6. used, illegally, money belonging to his employer ..... 7. things which belong to a company or person and which have a money value ..... 8. a plan of expected spending and income ..... 9. amount of sales of goods or services .....
<b>Conversation 2</b> <ul style="list-style-type: none"> <li>● Good news?</li> <li>□ <i>I'm afraid not. The company's facing bankruptcy.</i></li> <li>● I knew they were going to make a loss this year but I didn't think it'd be that bad.</li> <li>□ <i>Well, They've got a lot of liabilities and their total assets have lost 50% of their value over the last two years.</i></li> </ul>	
<b>Conversation 3</b> <ul style="list-style-type: none"> <li>● Have you finished your budget?</li> <li>□ <i>Yes, I have. We've reduced expenditure by 5% overall and increased turnover by 10%.</i></li> </ul>	

<ul style="list-style-type: none"> <li>● Sounds good. Can I check your figures?</li> <li>□ Go ahead.</li> </ul>	<ol style="list-style-type: none"> <li>the difference between sales income and costs .....</li> <li>income from money invested .....</li> <li>people who own shares in a company .....</li> <li>records of financial transactions .....</li> <li>debts, money which a company has to pay .....</li> <li>the result when spending is higher than income .....</li> </ol>
---	---



## Unit 20. Phrasal Verbs

### Phrasal verbs 1.

Complete the sentences in the left with the phrasal verbs in the right column. You will have to change the form of some verbs to make the grammar of the sentence correct. The first one has been done for you as an example.

Sentences to complete	Phrasal verbs
1. She <b>handed-over</b> responsibility to her assistant.	a) <i>break down</i> = to stop functioning
2. Sales have _____ since we reduced the price to £9.99.	b) <i>bring out</i> = to produce something new.
3. Sales are falling, costs are rising; the company is _____ disaster.	c) <i>call off</i> = to cancel
4. After the disagreement the workers _____ in protest.	d) <i>get through</i> = to contact on the phone
5. _____ the check _____ to 'Smith and Company'.	e) <i>go into</i> = to enter or start
6. I can _____ \$ 25 _____ the price and that's my final offer.	f) <i>handed over</i> = to give control to someone else
7. I've called several times, but I can't _____ to him.	g) <i>head for</i> = to go in direction
8. I'm afraid I'll have to _____ our meeting until tomorrow: we've had a problem in the factory.	h) <i>hold on</i> = to wait
9. If you can _____ for a minute, I'll check if he's free.	i) <i>make out</i> = to write an official document
	j) <i>put off</i> = change to a later date
	k) <i>shoot up</i> = increase rapidly
	l) <i>take off</i> = remove or deduct
	m) <i>throw out</i> = to reject or discard
	n) <i>walk out</i> = to go on strike
	o) <i>write off</i> = to cancel a debt from the accounts

10. Management and unions have reached agreement and the strikes has been _____	
11. We _____ the old telephones and installed a computerized system.	
12. We're _____ a new version of the program in July.	
13. Last time this machine _____ we lost to six hours' production.	
14. He's never going to pay this bill; you'll have to just _____ it _____.	
15. She left her company and _____ business for herself.	

Write your answer in the box.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

### Phrasal verbs 2.

Complete the sentences in the left with the phrasal verbs in the right column. You will have to change the form of some of the verbs to make the grammar of the sentence correct. The first one has been done for you as an example.

Sentences to complete	Verbs
<p>1. This model is being replaced in January, so we'll start <b>running down</b> our stock now.</p> <p>2. What I want to _____ in my report is that this is not a serious problem.</p> <p>3. The bank is _____ its leasing operation to form a new company.</p> <p>4. This is a good policy: I think we should _____ doing this way.</p> <p>5. The boss has _____ me – I hope it isn't bad news.</p> <p>6. On the way to Tokyo we _____ in Kuala Lumpur.</p> <p>7. A new department was _____ in order to exploit a gap in the market.</p> <p>8. We are _____ our prices until the economy improves.</p> <p>9. I'll take some notes in the meeting and _____ a full report later.</p> <p>10. Wednesday is a difficult day: can I _____ our meeting _____ to Tuesday?</p> <p>11. They talked for hours, but could not agree; negotiations were finally _____ at midnight.</p> <p>12. The company is very successful; they've just _____ another 600 workers.</p>	<p>a) <i>break off</i> = to stop</p> <p>b) <i>bring forward</i> = to change to an earlier date</p> <p>c) <i>carry on</i> = to continue</p> <p>d) <i>get across</i> = to make someone understand</p> <p>e) <i>hive off</i> = to split off part of a company to form a smaller subsidiary</p> <p>f) <i>hold down</i> = to keep at a low level</p> <p>g) <i>put into</i> = to invest</p> <p>h) <i>rake in</i> = to make a lot of money</p> <p>i) <i>work out</i> – to calculate</p> <p>j) <i>send for</i> = to ask or tell someone to come to see you</p> <p>k) <i>set up</i> = to begin or to organize</p> <p>l) <i>stop over</i> = to stay somewhere before continuing a journey</p> <p>m) <i>take on</i> = to agree to employ someone</p> <p>n) <del>run down</del> = to reduce gradually</p> <p>o) <i>write out</i> = to write completely</p>



<p>13. He sold his house and car and _____ everything he had _____ the business.</p> <p>14. When I _____ the price in dollars I realized it was scandalous.</p> <p>15. It was risk, but he succeeded and now he's _____ it _____.</p>	
---	--

Write your answer in the box.

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

## Unit 21. Good Advice

These sentences all give good advice, but they have been divided into separate halves. Match the half-sentences in *column A* with the half-sentences in *column B* to make 20 sentence that are correct, complete and true.

Column A	Column B
1. If you want to complain, .....	a) answer all your letters immediately.
2. When the ownership of a company changes ....	b) avoid cash flow problems.
3. If you sell direct from the factory to the costumer ....	c) be afraid of asking difficult questions.
4. To negotiate effectively it is essentially to ....	d) book early.
5. If you're going to visit Japan ....	e) include your c.v.
6. After the telephone calls in English it's often a good idea to	f) keep large amount of stock.
7. When you apply for a job ....	g) make sure you take plenty of business cards.
8. It is essential in running a small business to ....	h) negotiate special discounts.
9. if you are going to work exclusively with one supplier you should ....	i) pay bank charges.
10. Make sure you have more than \$100 in your account or you will have to ....	j) put a penalty clause in contract.
11. Never let correspondence accumulate ....	k) send a fax to confirm the discussion.
12. it's economical to ....	l) the handover period is always difficult.
13. To make sure the job is finished on time ....	m) the calls are at a cheaper rate.
14. If you phone Boston after 6 pm	n) understand the other side's a point view.
15. If you're going to ask your boss for a rise, ....	o) wait until he's in good mode.
16. If you want a flight at Christmas,	p) write to the manger.
17. If you want to find a solution to the problem you mustn't ....	you can cut the middleman.

Write your answers in the box

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17



## Essential Business Words And Phrases

### Word list 1 (General):

Find their meaning /equivalence in Indonesian

commodity	an article or raw material traded
competition	rivalry between companies when trying to be the best
currency	official money of a country
demand	desire to purchase
economical	careful and saving money
economics	the science of the application of wealth
economy	a system of production, distribution and consumption of wealth
enterpriser	a person running a business
goods	products that people either need or want to purchase or acquire
market	public meeting of people to buy and sell
price	money for which a thing is sold
production	act of producing, making or manufacturing goods for sale
profit	financial gain
supply	ability to offer goods or services for sale
trade	buying and selling goods]

### Word list 2 (General):

Find their meaning /equivalence in Indonesian

bankrupt	unable to pay debts having failed in business
bond	written promise, especially of a government, to pay money
brand name	trade mark, sign
capital	money and property used in business
customer	a person who buys at a shop
in bulk	in large amount

invoice	a record with the price of a product asking for payment
primary industry	collecting and bringing in materials that exist in nature
secondary industry	industry that uses the materials gathered in primary industry to produce goods
tax	money which has to be paid to the government
tertiary industry	industry that performs a service (banking, insurance)
to launch a product	to put a new product on the market
to retail	to sell goods in small quantities
to set price	to determine price of the product
to wholesale	to sell goods in large quantities

### Word list 3 (General):

Find their meaning /equivalence in Indonesian

aim at	to try to reach, to hit
chain-store	number of stores in different places all owned and controlled by one company
consignment	set of goods sent
cost	price to be paid
credit	good name; money which a person has; trust
debenture	written promise of a government or of a business company to pay a debt
leaflet	printed paper folded but not sewn used for business advertising
partnership	business company
proprietor	owner
range of products	many different products
rate	amount of one thing measured in relation to another
share	ownership of part of business
shareholder	one who owns shares in a company
stock exchange	place where shares in companies are bought and sold
unemployment	when people have no work

### **Word list 4 (General):**

Find their meaning /equivalence in Indonesian

<b>banknote</b>	piece of printed paper money
<b>coin</b>	any piece of money made of metal
<b>consumption</b>	act of using up
<b>credible</b>	who can be believed
<b>deregulate</b>	to stop directing (e.g. prices)
<b>franchise</b>	a license to authorize a firm to use a company's name, brand, marketing policy and sell its goods
<b>fringe benefits</b>	advantage at work (business car, mobile phone,...)
<b>invest</b>	to lend money or put money into business to get profit
<b>layout</b>	arrangement
<b>meet a demand</b>	to satisfy customer's desire to purchase
<b>middlemen</b>	trader who buys goods in bulk from the maker and sells in small quantities to shops
<b>producer</b>	one who produces
<b>product volume</b>	large mass of product
<b>quality</b>	degree of excellence
<b>sleeping partner</b>	who invest money in a partnership but taken no part in managing it

### **Word list 5 (General):**

Find their meaning /equivalence in Indonesian

<b>decline</b>	act of failing off; decay
<b>flow</b>	run or spread like water
<b>lease</b>	agreement to give to use a house, a land, etc for a number of years on payment of certain money
<b>legislator</b>	the maker of law
<b>legitimate</b>	allowable; according to law
<b>loss</b>	thing lost; act of losing
<b>promissory note</b>	paper saying that money will be paid on a certain date
<b>promulgate</b>	to make known to the public



reputation	fame; good or bad
request	to ask
require	to need
resources	fund; means
revenue	money coming in
reward	something given in return for service
scarce	few and hard to find
shortage	not enough of; lack of something
vendor	person who sells

### Word list 6 (General):

Find their meaning /equivalence in Indonesian

associates	people in the same line of business
balance	remainder
bargain	negotiate a price
catching on	becoming popular or fashionable
discount	price reduction
draft	an order of payment, drawn up by a bank
drawbacks	disadvantages
firm order	definite order
in stock	available
negotiate	discuss (terms, conditions)
overstocking	ordering more than can be sold
premises	building or offices where a business is carried on
prospective	potential
replenish	replace what has been consume
settlement	payment

### Word list 7 (General):

Find their meaning /equivalence in Indonesian

bill of exchange	document tells a bank to pay a person (usually in foreign
carriage	freight; cost of transport
charges	the price for services
collateral	security used to provide a guarantee for a loan
	currency
duty	tax for imported goods

<b>endorse</b>	to sign a document (checks or bills) on the back
<b>indent</b>	order, one of a series of orders from a regular customer
<b>keen price</b>	competitive price
<b>loan</b>	money lent
<b>outstanding</b>	unpaid
<b>pending</b>	awaiting
<b>punctually met</b>	paid when due
<b>slump</b>	rapid fall
<b>tariff</b>	list of charges
<b>to waive</b>	to cancel
<b>warrant</b>	official document which allows someone to do something
<b>warranty</b>	guarantee

### **Word list 8 (General):**

Find their meanings /equivalence in Indonesian

<b>admission</b>	allowing someone to get in
<b>advanced money</b>	money paid as a loan or as a part of payment be
made later	
<b>allowance</b>	money given for special reason
<b>annuity</b>	money paid each year to a retired person
<b>appraisal</b>	calculation of the value of something
<b>bail out</b>	rescue of a company in financial difficulties
<b>break even</b>	balance of cost and receipts , but not make a profit
<b>expire</b>	to come to an end; to no longer valid
<b>reimburse</b>	to pay back money spent by a person on one's behalf
<b>remit</b>	to send money
<b>security</b>	document or valuables given as cover for loan
<b>stamp duty</b>	tax payable on certain documents
<b>stipulated</b>	stated as conditions
<b>surrender</b>	to hand over, or give up, documents
<b>valid</b>	effective`

## References

- Abrams, Sharon., Hugh G. Wales. 1977. **Special English for Business**. New York: Collier Macmillan International.
- Adamson, Donald. 1989. **International Hotel English**. Englewood Cliff, NJ: Prentice Hall International.
- Ashley, A. 1989. **Basic Commercial English**. London: Pitman Publishing Limited.
- 1989. **Basic Office English**. London: Pitman Publishing Limited.
- Chilver, J. 1992. **English for Business: A Functional Approach**., 2<sup>nd</sup> Ed. London: DP Publications Ltd.
- Collin, Peter. 1988. **Business English Dictionary**. London: Linguaphone.
- Costinett, Sandra. 1977. **The Language of Accounting in English**. New York : Regent Publishing Company, Inc.
- Dubinko, Svetlana., Ludmila Koledenkove. 1999. **Practice Your Business English: Clarity in Business Expression**., Practice Book 2. Tallin, Estonia: TEA Publishers
- .....1999. **Practice Your Business English: Marketing and Management**., Practice Book 2. Tallin, Estonia: TEA Publishers.
- .....1999. **Practice Your Business English: Companies, Finance and Banking**., Practice Book 2. Tallin, Estonia: TEA Publishers
- Flower, John., Michael Bermen., Ron Martinez., Mark Powell. 1995. **American Vocabulary Program**. London: Language Teaching Program.
- Flower, John. 1990. **Build your Business Vocabulary**. London: Language Teaching Program.
- Greasby, Liz. 1997. **Check Your Vocabulary for Banking and Finance: a workbook for users**.. Teddington, Middx. UK: Peter Collin Publishing Ltd.
- Giordano, Albert G. 1981. **Concise Dictionary of Business English**. Englewood Cliff, New Jersey: Prentice Hall, Inc.



- Hall, Eugene J. 1976. **The Language of Hotels in English**. New York: Regent Publishing Company, Inc.
- , 1976. **The Language of Tourism in English**. New York: Regent Publishing Company, Inc.
- Jones, Peter Watcyn. 1980. **Start Testing your Vocabulary**. Sweden: Jake Allsop.
- Kohler, Eric L. 1963. **A Dictionary for Accountants**. Englewood Cliff, New Jersey: Prentice Hall, Inc.
- Kon, T.S. 1987. **PSLE Vocabulary Practice with Wordlists**. Singapore: Preston Corporation Ltd.
- Kruse, Benedict., Bettjune Kruse. 1976. **English for Business: Marketing**. New York: Mc Graw-Hill.
- Mackenzie, Ian. 1995. **Financial English**. London: Language Teaching Program.
- Mawer, Jenny., 1992. **Business Games**. London: Language Teaching Program.
- McCarthy, Michael and Felicity O'Dell. 1995. **English Vocabulary in Use: upper- intermediate and Advanced**. Cambridge, England: Cambridge University Press.
- Mohr, Boudewijn. 1978. **The Language of International Trade in English**. New York: Regent Publishing Company, Inc.
- Oppenheim, Peter K. 1976. **The Language of International Finance in English: Money and Banking**. New York: Regent Publishing Company, Inc.
- Radice, Francis. 1993. **Banking Transactions**. London: Macmillan Professional
- Redman, Stuart. 1997. **English Vocabulary in Use**. Cambridge, England: Cambridge University Press.
- Rein, David P. 1982. **The Language of Advertising and Merchandising in English**. New York: Regent Publishing Company, Inc.

- Revell, Rod., Christ Stott. 1982. **Five Star English: For the Hotel and Tourist Industry**. New York: Oxford University Press.
- Riley, David. 1999. **Check Your Vocabulary for Business: a workbook for users.**, 2<sup>nd</sup> ed. Teddington, Middx. UK: Peter Collin Publishing Ltd.
- \_\_\_\_\_. 1995. **Check Your Vocabulary for Hotels, Tourism & Catering Management : a book for success**. Teddington, Middx. UK: Peter Collin Publishing Ltd.
- Salim, Peter., Philipus Phiong. 1983. **An Introduction to Financial Accounting**. Jakarta: Modern English Press.
- Stillman, David M., Ronni L. Gordon. 1982. **English for Banking and Finance**. New York: Mc Graw-Hill
- Stott, Trish., Roger Holt. 1991. **First Class English for Tourism**. London. Oxford University Press.
- Subandi. 1998. **Kamus Perkapalan dan Bisnis**. Jakarta: ARCAN
- Tobink, Riduan., Nirwana Talanky. 2002 **Kamus Akuntansi**. Jakarta: PT. Atalya Rileni Sudeko
- Vest, E. M. (ed.). 1966. **International Trade**. London: Collier Macmillan Publishers.
- \_\_\_\_\_. 1966. **Banking**. London: Collier Macmillan Publisher.
- Wello, M. Basri., Nurdin Noni. 2000. **Business English Terms**. Makassar: Makassar State University.
- \_\_\_\_\_. 2007. **Kamus Istilah Bisnis: Inggris-Indonesia**. Makassar: Badan Penerbit UNM.
- \_\_\_\_\_. 2002. **Business English Vocabulary; Intermediate and Advanced Level**. Makassar; Makassar State University Press
- Wilberg, Peter., Michel Lewis., 1993. **Business English: An Individualized Learning Programme**. London: Language Teaching Program
- <http://www.smic.be/smic5022/vocqbusiness>.
- <http://esl.about.com/homework/esl/library/vocabulary/blvocabquiz>.
- <http://www.englishclub.net/business-vocabulary>

## Appendix

### Business Vocabulary Review

A. Find the meaning or definition of the words in the list below in the right-hand column

#### Set One

- |                     |  |
|---------------------|--|
| 1. secret partner   | A. takes part in management                          |
| 2. corporation      | B. has unlimited liability                           |
| 3. dividend         | C. cost of business operation                        |
| 4. expense          | D. buys goods in bulk to store in a warehouse        |
| 5. shareholders     | E. direct exchange of goods in business transactions |
| 1. sample           | F. stockholders                                      |
| 2. wholesaler       | G. services such as water, electricity, etc.         |
| 3. public utilities | H. an example of an item being sold                  |
| 4. general partner  | I. a share of a corporation's profit                 |
| 5. barter           | J. a company belong to a larger group                |

Write your answer here!

1	2	3	4	5	6	7	8	9	10

#### Set Two

- |                 |   |
|-----------------|---|
| 6. manufacturer | K. moving goods from supplier to the customer |
| 7. share        | L. two or more owners of a business           |
| 8. goods        | M. owned by a parent company                  |
| 9. partnership  | N. sells goods to the public                  |
| 10. subsidiary  | O. producer                                   |
| 11. retailer    | P. one-man business                           |



- 12. silent partner
- 13. sole trader
- 19. profit
- 20. distribution

- Q. income for a business
- R. products
- S. has no authority in management
- T. stock

**Write your answer here!**

11	12	13	14	15	16	17	18	19	20

**B. Complete the following sentences by using the words in the box below.**

- |                |                 |                 |                 |
|----------------|-----------------|-----------------|-----------------|
| A. corporation | E. distribution | I. dividend     | M. expense      |
| B. profit      | F. goods        | J. manufacturer | N. wholesaler   |
| C. partnership | G. retailer     | K. sample       | O. subsidiaries |
| D. shares      | H. shareholder  | L. sole trader  |                 |

- Many giant companies have their overseas ----- to operate in other countries.
- If the ----- of the article match our standard quality, we will immediately place an order.
- One who sells goods directly to customers is called a -----
- The ----- is the link between the manufacturer and the retailer.
- The simplest and most common form of business is the ----
- A ----- usually have a president and several vice presidents.
- A person who owns shares of a corporation is called a -----
- The main objective of all business is to earn as much ----- as possible.
- Productions are either ----- or services.
- Each stockholder gets part of the profit in a -----.

11. Corporations are owned by a group of people.  
Everyone has -----.
12. A slightly larger business organization than a sole trader  
is a -----.
13. A warehouse ships books to bookstore is an example of ----  
of goods.
14. A ----- deals with the production of goods.
15. The cost of production and distribution of goods is  
calculated as an ----- not as an income of a company.

**Write your answers here!**

1	2	3	4	5	6	7	8	9	10	11	12	13	14	15

**C. Identify the word that does not belong to the group**

1. profit, income, expense, surplus
2. flyers, brochures, leaflet, price list
3. shareholder, share, dividend, distribution
4. production, wholesaler, retailer, customer
5. corporation, partnership, company, sole trader
6. mall, drugstore, department store, shopping center
7. goods, services, products, buyers
8. hotels, banks, department stores, post office
9. send, dispatch, forward, order
10. expense, purchase, cost, expenditure

**D. Word associations**

Match the group of words on the left with their associations on the right.

1. car rent, telephone use	A. transport documents
2. cars, shoes, books	B. channels of distribution
3. case, crate, drum	C. expenses
4. air waybill, bill of lading	D. retail businesses
5. food, clothes, shelter	E. goods

6. goods, services	F. human basic needs
7. hotels, insurance companies	G. products
8. manufacturer, wholesaler, retailer	H. types of packaging
9. partnership, corporation	I. business forms
10. supermarkets, department stores	J. service businesses

Write your answer here:

1	2	3	4	5	6	7	8	9	10

### E. Word partnership

Match each word on the left with those on the right to form a two-word partnership. Use each word once only.

First word	Second word	Answers
1. business	A. discount	1.
2. channels of	B. possession	2.
3. direct	C. trade	3.
4. economic	D. business	4.
5. invisible	E. reduction	5.
6. price	F. collector	6.
7. personal	G. margin	7.
8. gross	H. growth	8.
9. profit	I. turnover	9.
10. public	J. corporation	10.
11. raise	K. price	11.
12. retail	L. selling	12.
13. selling	M. capital	13.
14. tax	N. distribution	14.
15. trade	O. income	15.



**F. Match the company departments on the left with the correct definition on the right**

Departments	Definitions	Answ.
1. research and development	A. is responsible for manufacturing goods	1.
2. sales	B. deals with recruiting new staff	2.
3. purchasing	C. deals with invoices and payments	3.
4. planning	D. handles advertising and new product launches	4.
5. quality control	E. buys in product and services	5.
6. production	F. tries to develop new products	6.
7. personnel	G. makes sure that standards are maintained	7.
8. finance	H. persuades people to buy products	8.
9. distribution	I. sets out a strategy for the company's future	9.
10. marketing	J. transports goods to different places	10.

**G. Write the opposite meaning of the following words or phrases.  
Write also the Indonesian equivalent.**

Terms	Indonesian	Opposites
1. bulk buying		
2. consumer (n)		
3. credit purchase		
4. debt or owes (n)		
5. debtor (n)		
6. deficit (adj.)		
7. domestic trade		
8. income (n)		
9. investment (n)		
10. invisible trade		
11. overcharged (adj.)		

12. profit (n)		
13. purchase of goods		
14. retailer (n)		
15. supply (n)		

H. All the words below can be combined with *prices* in a two-word partnership: e.g. *selling price*, *price control*. Add the word business either before or after the words below.

- |                               |                             |
|-------------------------------|-----------------------------|
| 1. ----- limit -----          | 11. ----- market -----      |
| 2. ----- cut -----            | 12. ----- mechanism -----   |
| 3. ----- discrimination ----- | 13. ----- minimum -----     |
| 4. ----- elasticity -----     | 14. ----- reduction -----   |
| 5. ----- exercise -----       | 15. ----- unit -----        |
| 6. ----- list -----           | 16. ----- recommended ----- |
| 7. ----- index -----          | 17. ----- range -----       |
| 8. ----- fixing -----         | 18. ----- selling -----     |
| 9. ----- maintenance -----    | 19. ----- retail -----      |
| 10. ----- sale -----          | 20. ----- cash -----        |

I. Choose the word or phrase which best completes each sentence.

- A sample is ----- of the item being sold.  
a. a pattern      b. a design      c. an example      d. a model
- A subsidiary is a company -----  
a. that belongs to a larger company  
b. that controls a larger company  
c. as independent sole trader  
d. has many branches abroad
- A business owned by a group of people is a -----  
a. partnership      b. sole trader  
c. corporation      d. a limited company
- A ----- is usually formed by two or more people.  
a. partnership      b. sole trader  
c. corporation      d. a limited company





17. Consumers often buy products by looking for certain -----  
 a. brands                      b. tags                      c. marks                      d. logos
18. Bulk buying means -----  
 a. only buy large items                      b. only from a wholesaler  
 c. only buy in small quantities                      d. only buy in large quantities
19. If a customer wants to know the full details of your goods, you would send ---  
 a. a catalogue                      b.                      b price list                      c. leaflet                      d. a sample
20. Due to transportation problem, we regret to tell you that we cannot -----  
 your order before July 2001.  
 a. delivery                      b. deliver                      c. be delivered                      d. to deliver
21. To inspire, to induce, to give reason or incentive to someone to do something.  
 a. motivate                      b. promote                      c. provoke                      d. employ
22. A person employed by someone else, working for money.  
 a. earner                      b. employee                      c. employer                      d. manager
23. Advantages that come with a job, apart from wages or salary.  
 a. benefits                      b. profits                      c. supplement                      d. revenue
24. To be raised to a higher rank or better job.  
 a. motivation                      b. appointment                      c. improvement                      d. promotion
25. Having particular abilities, acquired by training.  
 a. educated                      b. motivated                      c. skilled                      d. talented